



ANHF

AUSTRALIAN NURSING HOME FOUNDATION

澳華療養院基金

Culturally Appropriate Aged Care Since 1980

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Dear Relatives,

COVID-19 Update

As you are aware, we are all confronting a rapid unfolding Health crisis. We have currently over 450 confirmed cases of COVID-19 in Australia including 210 confirmed cases in NSW.

As we all know by now, COVID-19 is a particularly contagious infection within the community that can cause severe illness and death for vulnerable elderly people.

In response to the latest advice from the Federal and State Government, we would like to advise the following:

- Visiting to our aged care facilities will be continuously restricted:
 - **DO NOT VISIT**
 - if you are unwell (fever, sore throat, cough, muscle and joint pain, sneezing, tiredness/exhaustion);
 - if any member of your household is unwell;
 - if you had had any contact with someone who is a confirmed or suspected case of COVID-19;
 - if you have been overseas ANYWHERE you must isolate at home for a minimum of 14 days from the day you arrived in Australia;
 - if any member of your household has been overseas ANYWHERE you must not visit the nursing home for a minimum of 14 days from the day this person has arrived in Australia.
 - **If you are allowed** to enter the facility during this time, please note that
 - You will be required to complete a declaration (please contact and discuss with your facility manager as the approval of each request is subject to risk assessment);
 - Do not bring children or infant with you;
 - Our front door will be the only entry point;
 - You will be required to observe the infection control guidelines and comply with the direction from the facility staff:
 - On entry please ring the bell at the intercom and patiently wait for the staff to open the door;
 - On entry please wait for our staff to measure your temperature;
 - You must avoid spreading illnesses:
 - Washing your hands well with liquid soap and water or alcohol-based hand rub before and after visiting, after coughing or sneezing, or before or after going to toilet will help reduce the spread of disease. Cover your mouth with a tissue or your elbow

(not your bare hand) when coughing or sneezing and dispose of used tissues immediately and wash your hands.

- Ongoing education has been provided to our workers on infection control, hand hygiene and the appropriate use of Personal Protective Equipment such as mask. The masks are for staff to use when performing certain clinical procedures. There is no need for any healthy staff or resident to wear a mask inside the facility.
- Ongoing monitoring has been conducted to ensure any of our workers who have travelled overseas or have come into contact with suspected or confirmed cases of COVID-19 will not come to work until they meet the release from isolation criteria.
- Suspension of all volunteers' activities, community visits, site tour, open day and outings at the facility. All communal activities or shared facilities between the Wellness Centre and the Residential Facility have ceased.

Last but not least, to combat isolation and improve mental quality of life with the families, our lifestyle team have implemented new and modified indoor activities to maintain the residents' mental stimulation, physical exercise and emotional balance. Staff will also assist residents to connect with family using the latest technology and communication channel. Please do not hesitate to let the facility know what is the best communication method for the resident to reach you, e.g. mobile, FaceTime, WhatsApp or WeChat. I trust that our staff would be able to figure out a way to help you to maintain close connection with your loved one.

We thank you again for your continuing patience and co-operation and apologise for the inconvenience caused to you and your loved ones. During this difficult enduring time, we are all in this together and working as a team will help us minimise the risks for all of us.

For the latest information from the Department of Health, please follow the link to <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-advice-for-the-health-and-aged-care-sector>

I have attached a summary of the government's announcement on 18/03/2020 for your information.

Yours sincerely



Jenny Chua

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Key messages for COVID-19

You can help protect yourself, your family, your workplace and your community

Practise regular hand hygiene

Practise social distancing

Practise respiratory etiquette