



Illawarra Diggers Family and Visitor COVID-19 Update

Thursday 7 September 2023

Dear Family Members and Visitors

RE: Illawarra Diggers Covid-19 – Further Changes to Sign in Measures

Since my letter on 29 August, NSW Health have now updated their advice to Residential Aged Care.

From today, 7 September, we are now removing our screening requirements for both visitors and staff attending Illawarra Diggers.

We will be modifying the Visitor Sign In sheet with the previous infection control screening questions so that by signing in to enter Illawarra Diggers, which is a compulsory requirement for all visitors, you are confirming that you are not currently COVID positive and that you have no symptoms which may indicate an infectious condition.

Masks and RATs will still be available for staff and visitors to use and staff/visitors who display signs or symptoms of illness may still be challenged or refused entry as has always been the case.

This is essentially a return to the pre-COVID era conditions of entry but in a much more infectious-aware community. For the time being we will still maintain entry and exit via the main front door and will not be opening up the undercover carpark or Woonona doors for visitor access.


With the changes to the sign in procedures we will also return to our Pre-COVID office hours. The main switch will be attended between 9am and 4.30pm. Outside of these hours the phone transfers to care staff who may not be able to take the call if they are attending to residents. For arranging resident related

matters please try to call and attend within these office hours to ensure you are able to get the best and most timely attention and support.

As stated in my last communication, the success of these reduced infection control measures will require the continued vigilance of all staff and visitors in using the appropriate PPE as required and to stay away from attending Illawarra Diggers if symptomatic.

We will continue to respond to Department of Health updates and, should the need arise, we may have to reinstate some measures from time to time.

Yours sincerely,



Peter Whittall
CEO

If you have any requests or suggestions relating to your family member please contact our Lifestyle Team on their general email address at lifestyle@illawaradiggers.com.au .

If you have any questions relating to this advice, or for administrative issues relating to appointments or other matters, please contact admin@illawarradiggers.com.au or call on 02 4225 4700.