



Illawarra Diggers Family and Visitor COVID-19 UPDATE

Friday 29 January 2021

Dear Family Members and Visitors to Illawarra Diggers

The improving situation in the local area as well as the rest of the state has allowed NSW Health to ease restrictions in aged care homes in Wollongong. Wollongong has been removed from the broader "Greater Sydney" and is now returned to the Regional classification.

The NSW Health advice is now to allow residents to:

- Have no restrictions on the number of visitors each day;
- Attend outings such as medical appointments, visit locations in the community such as shops and cafes; and

All Staff and Visitors MUST continue to wear a surgical mask inside the facility.

The same requirements for screening staff and visitors will remain in place with the requirement to fully read and complete the screening questionnaire each visit and also to comply with temperature testing ranges.

Resident Communication

Copies of this letter are posted around the home.

Commencement of Visits

As visitors will continue to need to be screened and escorted to and from the resident's room, visitors will be required to ring ahead and book a time so that we can smooth the process in the foyer.

For this reason, visits will still be restricted to between 8.30am and 4pm Monday to Saturday.

Resident Outings

As per the new requirements, residents are now allowed to go out with families and friends, provided the COVID safe rules are complied with. Families and friends are asked to declare at reception where the resident is going to and with whom so that we can track and record any issues more easily.

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

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

As previously advised, if you wish to deliver anything to your family, you will need to do so in office hours, Monday to Saturday 8.30am to 4.30pm. The office staff will accept the delivery and ensure it gets to your family member.

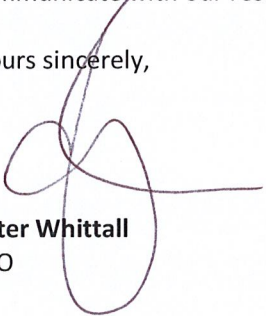
Please do not visit or deliver anything outside of these times as the admin office is not attended and care staff may be taken away from attending to residents to answer the door or they may not attend the front door if they are busy.

Should you require further information regarding COVID-19, please refer to the Commonwealth Department of Health website:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

We will continue to update our procedures and protocols in line with government guidelines and to communicate with our residents and our families and Illawarra Diggers community.

Yours sincerely,



Peter Whittall
CEO