

Illawarra Diggers Family and Visitor COVID-19 UPDATE

Thursday 6 May 2021

Dear Family Members

RE: COVID 19 Restrictions from NSW Health from Midday Thursday 6 May to 12.01am Monday 10 May 2021.

It is very disappointing to be writing to you prior to the Mothers' Day weekend to advise of the restrictions that have been put in place by NSW Health from Midday today, 6 May.

The following restrictions are disappointing and frustrating for all of us.

From Midday today, 6 May, the following restrictions apply to Residential Aged Care Homes in Greater Sydney, **Wollongong**, Central Coast and the Blue Mountains:

1. Only 2 visitors are allowed per resident per day
2. Masks must be worn by ALL Staff and Visitors
3. Screening for symptoms, temperature and contact with listed hotspots and regions shall continue for ALL staff and visitors.

Restricted Visits

As visitors will continue to need to be screened prior to entry, visitors will be required to ring ahead and arrange a time so that we can smooth the process in the foyer. If you do not ring ahead then you may be required to wait outside until you can be accommodated.

For this reason, **visitor entry will still be restricted to between 8.30am and 4pm Monday to Sunday** however once inside, visitors may stay as long as they want.

As above, visitor numbers are now restricted to 2 visitors per day on Friday 7th, Saturday 8th and Sunday 9th of May.

As in the past, if a resident is in specific need of family visits (palliative, behavioural) then families should contact us to discuss specific needs outside of the stated visiting hours which will in most circumstances will be accommodated.

Mothers Day

Due to the above restrictions, it is also very sad that we have to cancel all visitors to our Mothers Day afternoon tea this Saturday. We will still go forward with the event for our residents but the need for masks and restricted numbers means that it is impractical to proceed as planned. Family are still welcome to visit but if your resident is attending the afternoon tea, then please plan your visit outside the 2 – 4pm period as you will not be able to attend the dining room with them.

Access to Illawarra Diggers

Please be reminded that access **To** and **From** our home is strictly via the Main Entrance. This has not changed.

Only the main entrance has the provision for screening and signing in and out. This is a strict requirement. Regrettably a number of family members have sought to bypass this perceived inconvenience to themselves by trying to get in and out other doors. This puts the health and well being of all our residents at risk. While the well being of our families and visitors is very important to us, it is secondary to our responsibility to and for our residents. It would be very regrettable for any visitors to be prevented from further visiting Illawarra Diggers.

Resident Outings

As per the previously advised requirements, residents are allowed to go out with families and friends. NSW Health has imposed restrictions on numbers in home gatherings to 20 people.

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 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 restricted visiting 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 Sunday 8.30am to 4.30pm. The office staff or Weekend Coordinator will accept the delivery and ensure it gets to your family member.

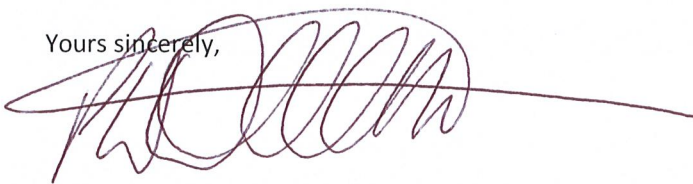
Please do not visit or deliver anything outside of these times as the admin office is not attended and care staff may be taken away from attending to residents to answer the door or they may not attend the front door if they are busy.

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,

A handwritten signature in dark ink, appearing to be 'Peter Whittall', written over a horizontal line.

Peter Whittall
CEO