

### VOLUNTEER UPDATE return to service action plan for volunteers

We are currently working on a Return to Service Plan for our volunteers. Once the action plan has been approved by Executive, this will see the gradual return of volunteer services to Warrigal.

This will be a staged approach and will include strict guidelines on visiting our homes as required by Public Health. These include:

- Screening upon entry to a home (temperature check and screening questions).
- Social distancing.
- Infection control and hand hygiene upon entry, existing and between visiting residents.
- Proof of flu vaccination (evidence must be provided to Volunteer Coordinator)

I will continue to keep you updated and inform you as soon as this plan has been approved and we can start reactivating our volunteer services.

### FLU VACCINATION and entry into aged care homes

On Monday 22 June 2020 the Public Health Order for Aged Care Facilities was extended until 21 September 2020.

What this means for us is that no one can enter an Aged Care Facility, or remain on the premises, if they do not have an up-to-date (2020) flu vaccination.

Exceptions may apply if a person has a medical contraindication to the flu vaccination, however they must obtain a certificate issued by a medical practitioner.

I will be in contact with Volunteers who are yet to provide me with flu vaccination evidence to explain the process and answer any questions they may have.

You can read the updated Public Health Order at: [https://gazette.legislation.nsw.gov.au/so/download.w3p?id=Gazette\\_2020\\_2020-130.pdf](https://gazette.legislation.nsw.gov.au/so/download.w3p?id=Gazette_2020_2020-130.pdf)





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## Volunteers in action during COVID-19

It is wonderful to see so many of our volunteers assisting during our current restrictions. We may not be able to physically see each other, but we can show we care in so many ways.

Shirley has been busy knitting gorgeous baby outfits for over 30 dolls and cuddly companion bears for our dementia 'doll therapy' programs.

Scott, Don, David, Lynne and Glenrae have been writing pastoral care letters with words of encouragement and hope to residents in our Illawarra homes.

Sharyn spent many hours making a colourful array of paper flowers which were given to APR and Mt Terry residents.

## KNIT A BEANIE FOR A CAUSE

Have you been knitting your way through COVID-19?  
Do you need a project to keep you busy?

We are knitting beanies for our residents to keep them cozy during Winter and calling on volunteers, staff and the community to help.

So if you've got the time and would like to participate, you can drop your beanie off at any Warrigal home reception. Please mark them Attention: Michelle Chate, Volunteer Coordinator.



Many thanks to our volunteers (Susanna, Lorraine, Helen, Fay, Flora, Janice, Christine, Sonja, Christine D, Liz, Barbara, Julianne) for your creative talents in sewing masks and gowns for staff training.

# WE NEED YOUR HELP



Do you like having a chat on the phone?  
Do you have one hour a week/fortnight?

**Warrigal is excited to launch the CONNECT-19 Program to combat social isolation and loneliness in older people**

What is required if I volunteer?  
it's as easy as 1-2-3

1. Each volunteer will be matched with two customers.
2. You will be given their name and contact number.
3. Volunteers will call the customer once a week or fortnight for a social chat.

Yes, I want to help

Contact Michelle Chate

Volunteer Coordinator

Email: [mchate@warrigal.com.au](mailto:mchate@warrigal.com.au)

Mobile: 0436 806 723

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research has shown that a simple telephone call reduces feelings of social isolation, loneliness and depression and improves quality of life



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## Latest update on COVID-19

*summary from Craig Smith letter to families and carers (19/6/2020)*

It is pleasing to advise that we still have no confirmed cases of COVID-19 at any of our Warrigal care homes.

The impact of the larger gatherings and people attending rallies has seen a number of positive COVID-19 cases in Australia increase over the last week, which is why we will continue to be vigilant with maintaining our current restrictions. The restrictions will continue to be reviewed regularly but will remain in place until the end of the month.

Over the past two weeks we have had audits undertaken by the Aged Care Quality and Safety Commission at Queanbeyan and Mt Terry homes with a focus on outbreak management plans, compliance with the Visitor Access Code, communication with residents and families and changes to policies and procedures.

Feedback from both audits was very positive regarding the actions that have been taken to ensure that safety has been a priority, while still trying to maintain connection with families and friends.

You can read the full letter on our website [warrigal.com.au](http://warrigal.com.au) on latest communication to families.



## GOOD NEWS STORY

Do you have a good news story you would like to share for the next newsletter? Maybe what you have been doing during lockdown? A new skill? Community work? or keeping in touch with our residents?

I would love to hear from you. Please email or call Michelle Chate.

Michelle Chate

Volunteer Coordinator (Warrigal)

Email: [mchate@warrigal.com.au](mailto:mchate@warrigal.com.au)

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