



# Protecting our residents and staff from COVID-19

Last updated: 23 September, 2020

**Charingfield is proudly part of the Apollo Care Alliance**

The health and safety of residents and staff at Charingfield Aged Care Community is our top priority and we appreciate your support in the measures we are taking to keep our community as protected as possible.

We have developed COVID-19 Policies and a Pandemic Plan to guide our team on prevention and, if required, effective outbreak management. We are also working closely with the Australian and NSW Departments of Health and Local Public Health Unit and we are closely following their combined advice.

We understand how difficult restricted visitor access can be for our residents and their loved ones, and encourage families to take advantage of our remote visits program as a way of staying connected at times when our community is not able to allow visitors.

You can be confident that our team here at Charingfield sincerely care about your loved one and look after them with the greatest respect and compassion. Our care team is focused on looking after the health and well-being of our residents, while preserving independence and dignity. This includes providing excellent personal and clinical care and keeping residents connected and pursuing activities that are of interest to them. Our catering team is focused on preparing nutritious meals each day using the freshest ingredients, and our on-site chapel is open and running regular services.

We are regularly updating this page and also providing updates to residents and their families, employees, volunteers and contractors.

## COVID-19 case status

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Charingfield Aged Care Community has had no COVID-19 cases.

## Visitor entry conditions

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Please view the entry conditions document on our website for details.

If we have restrictions in place, please discuss visiting conditions for exceptional circumstances directly with our Service Manager. Third-party providers are also subject to these controlled access precautions unless they are providing critical services to the community.

All visitors to Charingfield will need to sign in and have their temperature taken, plus are required to confirm:

- They have not returned from overseas in the 14 days prior to the visit
- They have not visited a COVID-19 hotspot in the 14 days prior to the visit
- They have not had close contact with a confirmed case of COVID-19
- They have been vaccinated against seasonal influenza for the 2020 season
- They do not have any symptoms of respiratory illness, no matter how mild

## Risk management

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As our staff represent the highest risk of transmission of infection to our residents, we are doing all we reasonably can to protect our staff from infection and to minimise the risk of transmission from staff to resident and staff to staff, while providing an acceptable level of quality care.

Our prevention measures include:

- Strict staff screening protocols
- Mandatory wearing of protective equipment, in accordance with government guidelines
- Training and education
- Reduced staff movement within our community, including rostering staff to work in designated zones where possible
- Minimising the number of places our staff work, where possible
- Additional hand hygiene and cleaning measures

## Continuous improvement

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We are continuing to guide residents, visitors and staff on infection control, hygiene practices, wearing of protective clothing and face masks and outbreak management in accordance with advice from the Australian and NSW Departments of Health and local Public Health Unit. We are also continuing to review and enhance our existing infection control framework and liaise with other aged care providers to ensure our policies and procedures continue to reflect best practice.

## Thank you for your trust and patience

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We will continue to do everything we possibly can to keep your loved ones safe.

Kind regards,

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