

# CORONAVIRUS INFORMATION FOR RESIDENTS AND FAMILIES

Monday, 23 March 2020

As a follow up to our communication of 16th March we would like to keep you informed of our planning and our experience so far.

In our previous communication we outlined that no relatives or friends will be admitted to the aged care facility unless the resident is actively being palliated. Additionally, we required that all people presenting to the facility would need to be temperature tested at reception. Unfortunately, this strategy to keep everyone safe has been ignored, by a minority, and so as of the 24<sup>th</sup> March the following will be in force. All access cards to the basement carpark have been suspended. No other access point except the front entrance can be used. Only families of residents currently under the care of the Palliative Care Team from the Local Health District or receiving active palliative treatment from the general practitioner and registered nurses will be allowed admission. This is the definition that apply to being palliated.

The implementation of further directives from the Commonwealth and NSW governments have imposed further restrictions, in particular the social distancing initiative. Non-essential gatherings are suspended for an initial 4 weeks to reduce the risk of spreading coronavirus (COVID-19) and to give both us, and you, time to fully understand social distancing requirements. So, there will be no social events conducted in the facility such as high tea or meetings. We understand that this is very stressful for our residents and families and so to ensure all relatives are able to communicate effectively with their loved ones, the Mark Moran Group have created Skype accounts for all levels within our facility.

The Skype accounts will be available between the hours of 10am-4:30pm, with all residents and relatives to have full access to communicate to their loved ones, without increasing the risk to residents of Mark Moran Little Bay. Our Skype accounts are through tablets on each level, which will be controlled by our lifestyle team.

If you wish to make contact with a loved one, a booking must take place. To do so, all relatives must call a lifestyle member on 8197 6271. This process is conducted to ensure all residents and relatives have an opportunity to communicate. The full detail is provided in the attachment.

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From 1 May all visitors and staff will need to provide proof of your influenza vaccination to visit an aged care facility. This can be in the form of a letter, or vaccination certificate, from the doctor or pharmacy. If you do not have the vaccination you will not be able to visit. It has been brought to our attention that the vaccine may be difficult to obtain so you may need to make enquiries sooner rather than later.

We have already implemented a process of quarantining any new residents, including those on respite, for a period of 14 days. Effective as of today we will be extending this initiative to any resident returning from hospital or social leave. We understand that this is challenging, but we want to do as much as we can to reduce the risk of infection for our other residents and staff.

We apologise for the inconvenience and distress this will cause. We will continue to respond as the level of risk escalates or resides. Based on the nature and intent of the communications from the Federal and State governments we expect that the impact upon aged care and society will continue to escalate in the coming months.

If you have any concerns please do not hesitate to contact either the management team or I at [acroydon@markmoran.com.au](mailto:acroydon@markmoran.com.au).

Kind Regards,



Alasdair Croydon  
**Chief Operating Officer**



Pauline Bollard  
**General Manager**