

# CORONAVIRUS INFORMATION FOR RESIDENTS AND FAMILIES

Friday, April 3, 2020

As a follow up to our communication of 20th March we would like to keep you informed of our planning and our experience so far.

In our previous communication we outlined that no residents or staff have been confirmed as being COVID-19 positive. We are very pleased that this remains the case as of today, so our current restrictions will continue. The families of residents being palliated continue to be exempt. We are also providing access to Priests and Pastors of religious congregations when requested.

Our infection control measures for staff continue with the taking of staff temperatures and health assessments. We continue quarantining of all new residents, both those on respite and permanent admissions, for a minimum of 14 days. We are also quarantining any residents who display flu like symptoms, and where they meet the criteria having them tested for COVID-19. Thus far we have tested seven residents, and two staff members for COVID-19. All the test results were negative.

We have commenced the implementation of the directive from the Commonwealth Department of Health in relation to entry into aged care, which comes into effect from the 1<sup>st</sup> May. That is, no visitor, no contractor, no staff member will be permitted access unless they can provide evidence of having received the influenza vaccination. In NSW an exemption is available, but only on medical grounds. That form must be completed by a medical practitioner. We will be maintaining registers of all people seeking entry and to be given access you must provide evidence of vaccination. If you have no evidence of vaccination no access will be provided. For those who provide the exemption we will undertake a risk assessment each and every time access is requested.

Our Skype conferencing initiative in connecting our families with residents continues to be well used. We request families stick to a maximum of two to three appointments per week so that every resident has equal opportunity to have a video conference with families and friends.

We have recruited extra casual staff as a backup as we do expect that staff sick leave will increase as the influenza season arrives. Our staff have now all completed COVID-19 specific training modules and we are undertaking repeated hand washing and infection control toolbox education sessions.

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Unfortunately, at this time our hairdresser has chosen to stay at home given the level of risk associated with her work. We have purchased more hair dryers so staff can assist our residents with their hair hygiene. At our case conferences we will be revisiting the need for advanced care planning for our residents. Whilst this is not a pleasant topic for discussion, we need to ensure that in the event of an adverse event for our residents that we are all clear what it is that our residents and their families expect us to do to support them.

We continue to receive communications from the Federal and State governments that are impacting upon aged care and society which will continue to escalate in the coming months. It is possible that these circumstances may continue for a further 6 months.

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

Kind Regards,



Alasdair Croydon  
**Chief Operating Officer**



Pauline Bollard  
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