

Tuesday 17th March 2020

COVID-19 UPDATE

Please be reassured that Sunnymeade's priority, as always, is for the wellbeing, health and safety of residents, clients, volunteers and employees working in our residential aged care community and retirement village.

We are closely monitoring and following advice from the Department of Health, which is well placed to monitor trends and impacts regarding the Coronavirus, and provide advice specific to aged care.

Sunnymeade is focused on prevention, in particular education of staff, families and other visitors to our community and self-isolation of anyone who has travelled to countries identified by the Department of Health as high risk, or been in contact with anyone with Coronavirus.

VISITORS TO OUR COMMUNITY

We understand how important it is for our residents to stay connected to family and friends. However, due to changes to the recommendations from the Department of Health, we have reassessed our approach to receiving visitors to ensure we are protecting our residents, our staff, and your wellbeing.

We are asking that:

- In some circumstances you do not visit the home for a period of time; and
- If visiting, you observe restricted entry times into the home in order to allow us to assess risk.

WHEN YOU SHOULD NOT VISIT

If you have returned from overseas in the last 14 days.

If you have had contact with someone who has tested positively for COVID-19.

If you are experiencing flu-like symptoms such as:

- coughing
- fever
- fatigue/muscle aches
- shortness of breath

If you are experiencing these symptoms please contact your GP practice for further advice.

RESTRICTED VISITING HOURS

If you are not experiencing these symptoms and have not returned from overseas in the last 14 days, you can visit the home **Monday to Friday from 9:00am – 11:00pm and**

2:00pm – 4:00pm. There is no visiting on weekends and public holidays. (For entry outside of these times you must contact the Clinical Coordinator or Registered Nurse in charge of the facility, prior to visiting the facility, and upon arrival at the facility i.e.: palliative care resident, health issue etc.)

When you attend, please speak to the receptionist on arrival. If reception is unattended please proceed to the nearest nurses station to check in.

Our staff will ask you several questions to check whether:

- you have recently travelled overseas
- you have any symptoms that mean it is unsafe for you to visit
- you have been exposed to any person who has tested positively to COVID-19

MOVEMENT AROUND THE HOME

We appreciate your understanding of the necessity for these measures in the current environment.

Please limit your interactions with residents other than your loved one and limit social physical contact.

Your Facility Manager can help you to visit safely in the event of exceptional circumstances.

LIFESTYLE EVENTS AND OUTINGS

We highly value these programs and regret that we have had to put some on hold for the time being.

Based on our risk assessment, we have cancelled:

- visits by any groups, including schools, kindergartens, daycare or mothers' groups
- community events which bring groups from the local community into the home
- outings (with the exception of trips where the residents do not leave the bus)

We also discourage residents leaving the homes to attend events where large groups gather i.e. church service, fetes.

Other lifestyle activities will continue unless the level of risk changes or we are advised to make changes by the Department of Health.

All residents or their appointed decision-maker will continue to have choice about participating in lifestyle activities.

REDUCING THE RISK OF COVID-19

We ask you to assist us during this time by:

- washing your hands and using hand sanitiser regularly

- Coughing/sneezing into your elbow
- Avoiding social physical contact between visitors, staff and other residents (e.g. avoiding shaking hands, linking arms or hugging)

While not protective against COVID-19 this is a good time to remind the whole community of the importance of getting the flu vaccine in April to protect your health and the safety of older people in Australia.

FREQUENTLY ASKED QUESTIONS

WHAT WILL HAPPEN IF A RESIDENT CONTRACTS CORONAVIRUS?

As at the time of writing:

- No residents have been diagnosed with COVID-19.
- No staff have advised a COVID-19 diagnosis.

We are working with residents, families and staff to track adherence to travel, contact and symptom management recommendations issued by the Government.

WILL I HAVE TO FIND ALTERNATIVE ACCOMMODATION FOR MY LOVED ONE?

There is no advice that suggests residents need to move from their residential aged care home.

Our focus is on preventing infectious outbreaks in our homes and containing them if an infectious outbreak occurs.

We will inform you if there is a positive COVID-19 diagnosis in the home of your loved one. We will work with the Public Health Unit in relation to the measures that will be required if there is a positive diagnosis.

WHAT WILL HAPPEN IF A STAFF MEMBER CONTRACTS CORONAVIRUS?

The staff member will be required to self-isolate until medical clearance is received.

All residents and staff will be monitored closely and tested as required.

The Public Health Unit would be involved in any situation such as this.

THERE ARE NEWS ARTICLES ABOUT DOCTORS, HOSPITAL WORKERS, AND AGED CARE WORKERS AT OTHER AGED CARE FACILITIES WHO HAVE CONTRACTED THE VIRUS. HAVE ANY OF THEM BEEN TO SUNNYMEADE?

As at the time of writing, we are not aware of any such instances.

The Department of Health is closely managing contact tracing where there is a positive diagnosis of COVID-19 and proactively contacting people who have been in contact with the diagnosed person.

We are monitoring any reports and working with our team to check for cross-over of any health and aged care workers.

DO YOU HAVE ENOUGH SUPPLIES AND PPE TO CARE FOR YOUR RESIDENTS?

Yes.

Sunnymeade is in regular contact with our suppliers regarding our stock requirements.

HOW WILL I BE KEPT INFORMED?

We will provide regular updates to residents and visitors by way of email, the Sunnymeade website, printed information and in person.

If you did not receive an email update from Sunnymeade regarding the Coronavirus, this means we do not have your email address recorded.

Please provide us with your email address.

Please contact our Facility Manager with any questions or concerns.

WHAT ARE THE SYMPTOMS OF CORONAVIRUS?

Common signs of infection include respiratory symptoms, fever, and cough, shortness of breath and breathing difficulties.

If you have fever, cough and difficulty breathing, seek medical care early.

EMPLOYEES AND VOLUNTEERS

The Australian Government has announced that any healthcare / aged care worker returning to Australia who have returned from anywhere overseas, or have been in close contact with a confirmed case of coronavirus, are required to self-isolate for 14 days. If you develop symptoms including a fever and cough you should immediately and urgently seek medical attention.

This information sheet should be read in conjunction with the 'What you need to know' and 'Isolation guidance' information sheets found at www.health.gov.au/covid19-resources.

HOW CAN WE HELP PREVENT THE SPREAD OF CORONAVIRUS?

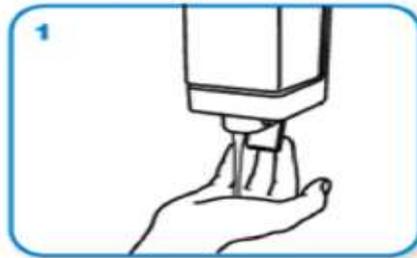
There are several measures you can adopt to protect yourself against the new coronavirus.

- Wash your hands frequently with soap and water, before and after eating, and after going to the toilet.
- Cover your cough and sneeze, dispose of tissues, and wash your hands.
- If unwell, avoid contact with others (stay more than 1.5 metres from people).
- Exercise personal responsibility for social distancing measures.

HOW TO WASH YOUR HANDS



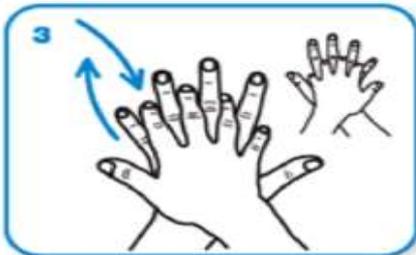
Wet hands with water



apply enough soap to cover all hand surfaces.



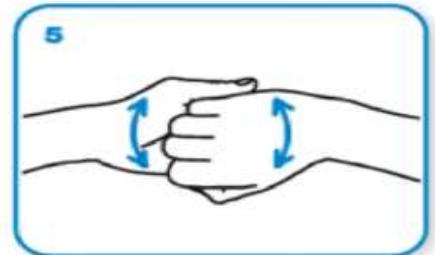
Rub hands palm to palm



right palm over left dorsum
with interlaced fingers
and vice versa



palm to palm with fingers
interlaced



backs of fingers to opposing
palms with fingers interlocked



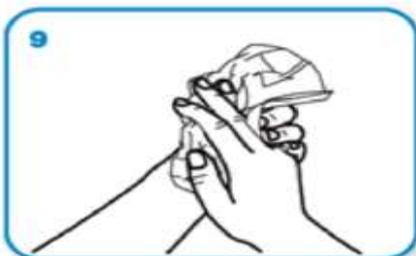
rotational rubbing of left thumb
clasped in right palm
and vice versa



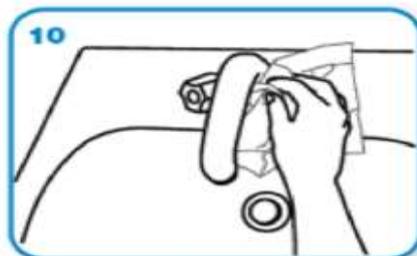
rotational rubbing, backwards
and forwards with clasped
fingers of right hand in left
palm and vice versa.



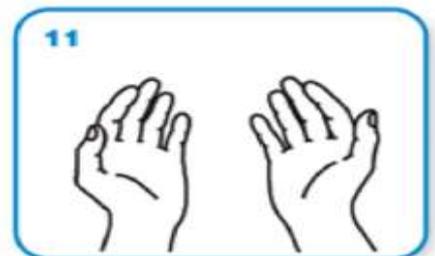
Rinse hands with water



dry thoroughly with a single
use towel



use towel to turn off faucet



...and your hands are safe.