



1 September 2020

Dear Resident Family Member,

RE: Calvary's preparation for a potential COVID-19 case in Residential Aged Care

Over the past six months, the Coronavirus (COVID-19) pandemic has caused significant challenges for aged care facilities. With outbreaks in two Sydney facilities in April and sadly many more affected more recently in Victoria, we have seen the significant impact on vulnerable people living in aged care facilities and their families.

With this in mind, we would like to advise you of the measures we have introduced to protect the health and wellbeing of our residents, their family members and our staff. Since COVID-19 entered Australia, we have been planning for a potential outbreak and we will respond quickly and effectively should one occur.

Fortunately, and with your cooperation to date, we have been able to avoid an outbreak in a Calvary Retirement Community.

What is Calvary doing to prepare?

Over the past six months, our preparations have included regular staff training in COVID-19 infection prevention and control, frequent scenario testing with facility management teams and workforce management planning to ensure adequate and experienced staffing and a well-practiced and effective response.

We have agreements in place to have staff from other Calvary facilities and other agencies to assist with the necessary care in an outbreak scenario. We have also increased our stocks of Personal Protective Equipment (PPE) and are maintaining reliable supply chains.

This preparation has been supported by visitor restrictions which have been put in place to minimise the risk of transmission. We appreciate your understanding and support of these restrictions.

How will an outbreak be communicated?

We understand this would be distressing news for families and that you will want timely and accurate information. Please be assured that if we have an outbreak, the first priority and focus of our care staff will be the safety, health and wellbeing of the people in our care.

Communication is important and we have planned for this. The designated Person Responsible in your family will be notified by email and phone in the first hours of a confirmed positive COVID-19 diagnosis. Situation updates will continue to be provided regularly throughout the outbreak period.

In order to manage the expected high level of telephone traffic, Calvary will divert the affected facility's reception telephone number to a call centre team.

The call centre team will manage your general enquiries and direct any specific requests about your loved one to a dedicated Calvary Nurse Team. This will help us to manage your calls as quickly and efficiently as possible to ensure every family receives a situation update in a timely way.

We ask that the designated person responsible is the contact point for Calvary, so that we can reduce the time to manage the calls and increase the time available to give each family as much information as possible.



If there is a COVID-19 outbreak, what will happen?

While we are doing everything to prevent an outbreak, Calvary has a **COVID-19 Outbreak Management Plan (OMP)** in place. We think it is important to share this with residents and families.

In the instance a positive test result is received for a resident, staff member or visitor, the following actions will be taken immediately:

- Physically separate the affected person, including any close contacts;
- Notify the relevant Public Health Unit, and other required government agencies;
- Immediately close the facility to visitors (no visitors will be allowed entry);
- Ensure residents are being cared for in their rooms with appropriate physical distancing in place;
- Equip staff with full Personal Protective Equipment (PPE);
- Commence COVID-19 testing and continue regular temperature checks of residents and staff;
- Continue active screening and temperature checks for any person entering the home;
- Stop all group activities and introduce in-room dining for all residents; and
- Commence regular intensive cleaning of the facility.

If there is a COVID-19 outbreak, will residents be safe?

Residents will be kept safe in their rooms, and provided with their usual care with some changes under outbreak conditions. For resident safety, group activities and group dining will be temporarily suspended until the facility is free of infection.

Residents will be provided with their meals and hydration, medicines, exercise, medical care and phone/video call contact with families in their rooms.

In addition to these first actions, our care continuity plan will ensure we have the relevant clinical and non-clinical staff available to help. For example, we have plans for staff to be moved from other Calvary sites and agreements with agencies should our staff be significantly reduced. We have also secured other support services to meet the individual care needs of our residents during an outbreak.

We are committed to keeping you as up to date as possible as the situation evolves. We will communicate consistently and as often as possible in the event of an outbreak. Part of this support is a team who will be calling you, the listed Person Responsible for your loved one, with a situation update on the first day, and then regularly during the outbreak period.

The facility will need to remain closed to visitors until the Public Health Unit has deemed it safe to reopen. Families will still be able to speak to their loved ones in their usual way. We will also have our WebEx video call service available to keep residents connected with their loved ones.

Each resident's individual care needs will be provided for as normal, however full PPE (gloves, face masks, face shields, gowns) will be used by staff at all times.

If there is a COVID-19 outbreak, how will I be able to get more information?

As usual, Calvary COVID-19 information for residents and families will be regularly updated on Calvary's website at www.calvarycoronavirusupdates.org.au

You have received this notification as the designated Person Responsible. You can help us by ensuring other loved ones are aware of our preparations by sharing this information with your family, other relatives and friends.

Please be assured we have prepared for a COVID-19 outbreak and we will do whatever is required to ensure the safety of residents and staff. Our staff are trained in strict infection prevention and control procedures and are ready to respond quickly to ensure any potential outbreak is effectively contained.



If you have any questions, please do not hesitate to contact the facility manager. Thank you for your continued support in all that we do to keep your loved ones safe.

Sincerely,

Martin Bowles
National CEO

Bryan McLoughlin
Regional CEO – NSW