



IMPORTANT: Outbreak Update for All Staff - Calvary Haydon Retirement Community

Date: 3 October 2021
To: CRC Haydon - All Staff (including CRC NSW staff assisting)
From: Barb Reid, Regional CEO - ACT | Karen Campbell, General Manager Calvary Haydon

The management of the COVID-19 outbreak at Calvary Haydon Retirement Community continues with the current number of active positive cases totaling twelve (12) residents and four (4) staff. All COVID-positive residents are residing in the Mary Potter household and COVID-positive staff are in self-isolation at home.

Our thoughts are with those at home in isolation – we look forward to you coming back to work to assist your colleagues in providing resident care. We are working with the ACT Public Health Unit to determine the date you can do that and you will receive a notification from ACT Health following a negative exit test result which will clear you to return to work at Calvary Haydon.

We know this continues to be a particularly difficult time for staff, both working at site and at home. We continue to check in on the health and wellbeing of the COVID-positive members of staff who are in self-isolation at home and provide any assistance that is necessary.

We want staff to know that residents and families are thankful, as is the wider Calvary family, that Calvary Haydon staff and others from the wider Calvary family continue to go above and beyond in order to provide safe and compassionate care to residents under outbreak conditions.

Positive Feedback from CRC Haydon Families

- **Regarding the care you are providing:** “Thank you to all the staff of Calvary Haydon for their care of our elderly darlings.”; and “I’d also like to thank the staff at Calvary, they have been caring for our loved ones under very difficult circumstances and are great.”
- **And WebEx video calls have been exceptionally popular to connect loved ones:** “The WebEx video calls are great and our family has been able to set up regularly scheduled calls with Dad. Hats off to Calvary for making this possible.”; and “Staff [are doing an] amazing job to manage in these circumstances—we have Facetimed my mother and we feel she is well supported.”
- **Your care to our residents is valued:** “Nursing staff fantastic. Appreciates the verbal check-ins.”; and “Wanted to thank all of the staff and my mother said she was well cared for.”; and “Please pass on my family’s appreciation for the care Calvary has provided to our Mum.”
- **Expressing concern and well wishes for our COVID-positive staff:** “Please pass on my very sincere wishes for their wellbeing and recovery.”

Your efforts are so valued by the residents, families and your colleagues alike. We want to ensure all staff that we have the supports in place to give you what you need to continue doing what you do so well – caring for residents and their loved ones.

Important Reminder - Your Second COVID-19 Vaccination

As you will know, COVID-19 vaccination is so important to protecting you, your family and the residents in your care from infection. At least one dose of vaccine has been a mandatory condition of employment since



September. **If you have not booked in for your second dose of vaccination, please do so immediately.** Please remember that evidence of your second vaccination will also be required.

Employee assistance is available

We understand this is an emotionally challenging time for our staff. Calvary Bruce Public's Pastoral Care Team will continue to contact staff who are currently at home in self-isolation to talk with them about their situation and provide spiritual and emotional support as required.

Staff may be feeling a range of emotions due to what has happened and our trained Pastoral Care Practitioners are here to help. **Please note, all conversations are confidential, so please feel free to speak openly and honestly about your experience and allow the team to help you through this challenging time.**

Calvary's Employee Assistance Program (EAP) provider LIFEWORKS is also available to provide free counselling support to staff and their family. Please contact LIFEWORKS on **1300 361 008** as you require it – again, all conversations are held in the strictest of confidence.

Help your colleagues to manage the outbreak

We are aware and acknowledge that there is some mixed messaging and conflicting information being sent to staff by ACT Health and/or the ACT Government. **If you are ever unsure about your eligibility to return to work, please be in touch the Calvary Rosters Contact - 0467 721 676.**

PLEASE NOTE: ACT Health has advised that Calvary Haydon staff with at least one (1) vaccine are permitted to work at the facility and fully vaccinated staff (who have received both doses) are permitted to work in the Mary Potter wing, the location of all COVID-positive residents.

Your assistance is required by your colleagues at this challenging time. Thank you for calling the Rosters Contact person below to arrange your shift immediately.

Contact Number

Please contact the Rosters Contact at Calvary Haydon immediately on:

- Phone: **0467 721 676**

Am I safe to return to work?

You are safe to continue to provide resident care because you are trained and prepared for a COVID-19 outbreak. Just like during any infectious outbreak, your training means you will know how to provide resident care safely by following our strict infection prevention and control procedures, including the correct use of PPE.

Full outbreak PPE (gloves, masks, face shields, gowns) has been provided and will continue to be supplied as needed to all employees. Staff will be provided with refresher training on donning and doffing PPE when they attend the site for work.

Calvary Haydon Retirement Community has published Version 3 of its **Outbreak PPE Donning and Doffing Procedures** document for all Haydon staff to be familiar with. The correct use of PPE greatly reduces the risk COVID-19 transmission and keeps you our staff and our residents safe.

We understand this is an emotionally challenging time for our staff and want to ensure you that we have the supports in place to give you what you need to continue providing care for our residents. Staff can stay up to date by visiting www.calvarystaffupdates.org.au

Thank you for all that you are doing, particularly at this time of immediate need.