



5 October 2021

Dear General Practitioner,

RE: COVID-19 Outbreak Update for General Practitioners: Calvary Haydon Retirement Community

We are writing to provide our local GP partners with an update on the current COVID-19 outbreak being managed at the residential aged care facility on the Calvary Haydon Retirement Community site.

This message also contains important information for GPs regarding site access and how we are supporting continuity of primary care to residents under outbreak conditions.

Since the beginning of the outbreak on 23 September 2021, a total of fifteen (15) residents and four (4) members of staff have tested COVID-positive. Several deep cleans at the facility have been conducted, and the retesting of residents and staff continues at intervals as advised by ACT Health.

Sadly, five (5) residents have died during the current outbreak. All residents who have died were diagnosed with COVID-19 and were in their end of life phase before returning a positive test. Families have been supported to have end of life visits with their loved ones on site and we continue to provide these opportunities wherever possible, supported by the provision of full PPE, IPC instruction and supervision.

Our thoughts are with the families of those who have died, our residents, their families and our staff following this sad news. We offer our sincere condolences to the families on behalf of the entire Calvary organisation.

As of 8.00am today, 5 October 2021, Calvary can confirm the current total active cases are:

- Ten (10) residents (all residing in the Mary Potter household of the facility); and
- Four (4) members of staff (all self-isolating at home).

We acknowledge that as a provider of primary medical care, your ability to consult via tele-health and physically access the site, as required, under outbreak conditions, is critical to the continuity of resident medical care. Accordingly, our **Outbreak Management Plan (OMP)** has provisions to ensure the ongoing delivery of safe primary care under outbreak conditions.

What is Calvary doing?

Following notification of the positive case by the ACT Health PHU, we took immediate action by executing our OMP to contain transmission and keep residents and staff safe. Detail of actions taken can be referenced in [our previous notification to GPs of 23 September 2021](#).

Calvary has been working closely with the ACT Health Public Health Unit since the beginning of the outbreak to ensure residents and staff are provided with the safest possible care environment under lockdown conditions at Calvary Haydon. Our staff are trained in strict infection prevention and control protocols and are providing care while wearing the appropriate PPE at all times.

What does this mean for GPs?

- **GPs are supported to continue to see their patients at Calvary Haydon.** GPs are permitted entry to the facility as usual, however the wearing of full personal protective equipment (PPE) – gloves, masks, face shields, and gowns – will be required at all times.



GPs will be provided with the necessary PPE upon arrival and refresher training including donning and doffing instruction as required. Please make yourself familiar with the [Calvary Haydon IPC Protocols](#) before attending the site where possible.

- **Resident and family end of life visits will continue to be facilitated wherever possible.** Visits require special PPE instruction and supervision and so we ask that doctors please consult the facility manager before arranging an end of life visit with family of a patient at Calvary Haydon.
- **Diversion of facility’s main phone line.** In order to manage the expected high level of telephone traffic, Calvary has diverted the facility’s main listed telephone number to a call centre team. For GPs who need to speak with the site directly, a high priority contact number is listed below.

We ask that you please keep this contact information private to ensure lines of communication are reserved for high priority callers such as doctors.

Facility	Contact	Phone
CRC Haydon	Clinical Contact Person	0438 531 189

Where can I get more information?

We are committed to ensuring that you, our GP partners, are provided with the information you need to be able to maintain the highest standard of care to your patients. For the latest updates and information on Calvary and COVID-19, please visit: www.calvarycoronavirusupdates.org.au

Please be assured that our staff are prepared for a COVID-19 outbreak. Our staff are trained in strict infection prevention and control procedures and are focusing all of their attention on the individual care needs of residents.

We thank you for working with us to ensure residents continue to receive the best medical care in this challenging environment. You will be kept informed as the situation develops. If you have any questions about your patient or accessing the site safely, please contact the facility manager.

Sincerely,

Martin Bowles
National CEO

Dr Tony Hobbs
Chief Medical Advisor