



18 October 2021

Dear General Practitioner,

RE: COVID-19 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 situation 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 during the current situation.

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. Following recent ACT Health advice, Calvary can confirm the source of the outbreak at Calvary Haydon was a resident who returned to the facility after visiting hospital.

The resident was asymptomatic prior to testing positive. While a fully vaccinated Calvary member of staff was the first person to test positive for COVID-19 at Calvary Haydon, the staff member did not introduce COVID-19 into the home.

Sadly, seven (7) residents diagnosed with COVID-19 have died during the current outbreak. 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, expert IPC instruction and supervision.

Our thoughts are with the families of those who have died, our residents, their families, their doctors and our staff who have cared for them. We offer our sincere condolences to the families on behalf of the entire Calvary organisation.

While saddened by these deaths, we are pleased to report that all eight (8) residents who previously tested COVID-positive have now been cleared as recovered by ACT Health.

What has Calvary been doing?

Following notification of the positive case by the ACT Health PHU, we took immediate action by executing our Outbreak Management Plan to contain transmission and keep residents, visiting GPs and our staff safe. Detail of actions taken can be referenced in [a 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 prescribed personal protective equipment (PPE) – masks and face shields – will be required to be worn at all times.

PLEASE NOTE: For GPs attending patients in the Mary Potter household of the facility, full PPE will be required to be worn – gloves, masks, face shields and gowns – until otherwise advised by ACT Health.



GPs will be provided with the necessary PPE upon arrival and refresher training including donning and doffing instruction as required.

- **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 disengaged.** Calvary's diversion of the facility's main listed telephone number to a call centre team has now been disengaged. For GPs who need to speak with the site directly, please contact Calvary Haydon as per before the outbreak commenced.
- **General visitation not permitted until outbreak declared over.** While GPs are permitted to visit their patients on site, general visitation (family and friends) will not be permitted until ACT Health has declared the outbreak over. Window visits and Calvary's video call service are available to support social connection between loved ones and resident wellbeing.

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 trained in strict infection prevention and control procedures and continue to focus all of their attention on the individual care needs of residents.

We thank you for working with us so generously to ensure residents continue to receive the best medical care in this challenging environment. If you have any questions about your patient or accessing the site safely, please contact the facility manager for more information.

Sincerely,

Martin Bowles
National CEO

Dr Tony Hobbs
Chief Medical Advisor