



22 October 2021

Dear General Practitioner,

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

Following our previous notification, we are writing to inform our local GP partners that at the time of writing, no additional cases of COVID-19 have been identified at Calvary Cessnock Retirement Community.

We are pleased to report that this result follows the testing of all residents of the Kalingo Lodge and Neath Lodge yesterday with the assistance of NSW Health. All staff who worked in these lodges during the exposure period were also tested, and a deep clean was conducted yesterday morning.

To confirm, the one (1) fully vaccinated staff member who tested positive on Wednesday 20 October 2021 is the only identified case connected with Calvary Cessnock at this time. This staff member wore the correct PPE while at the home and worked only in the Kalingo and Neath Lodges while asymptomatic, but infectious, prior to testing positive.

Our staff continue to closely monitor all residents for any symptoms of COVID-19. Any retesting of residents and staff will be conducted in accordance with Hunter New England Public Health Unit advice.

The Calvary Cessnock team continues to work diligently to keep all residents safe from infection. Our staff are trained in strict infection prevention and control protocols and continue to provide all resident care while wearing the appropriate PPE at all times.

What does this mean for GPs?

- **Full PPE will be required while on site.** GPs will be 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 and instruction upon arrival.
- **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 NSW Health has declared the outbreak over. Special exemptions for end of life visits and Calvary’s video call service are available to support social connection between loved ones and resident wellbeing.
- **Diversion of facility’s main phone line.** In order to manage the 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, high priority contact numbers for each site are listed below.

Clinical Contact Number

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

| Facility | Contact | Phone |
|--------------|-------------------------|--------------|
| CRC Cessnock | Clinical Contact Person | 0477 336 589 |



What does this mean for my Calvary Cessnock patients?

While we are pleased that yesterday's testing returned negative results, Calvary Cessnock will need to remain in lockdown until advised by the Hunter New England Public Health Unit that the outbreak is over and that restrictions can be lifted.

Calvary is working closely with the PHU to determine when we will be able to allow residents to exit their rooms and enjoy more freedom of movement. Unfortunately, Kalingo and Neath Lodges will remain close contact sites for a period of at least 14 days or as otherwise advised by the PHU. For their safety, residents of Kalingo and Neath Lodges will need to remain being cared for in their rooms during this time.

We understand that it is difficult for residents to be confined to their rooms. Please be assured that our team of lifestyle staff and allied health practitioners, including physiotherapists and pastoral carers will continue to ensure the holistic care needs of all residents are met. Our Calvary video call service is also available to help connect loved ones and support 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 – quickly and regularly – 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 of any new developments, including the easing of restrictions as advised by the Hunter New England PHU.

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