



20 October 2021

Dear Resident Family Member,

RE: IMPORTANT UPDATE – Positive COVID-19 case identified at Calvary Cessnock Retirement Community

We are writing to inform you that a fully vaccinated member of staff has tested positive for Coronavirus (COVID-19) at Calvary Cessnock Retirement Community. The staff member worked in the Kalingo and Neath Lodges while infectious.

We understand that this will be worrying for you and your loved one in our care. We want to assure you that we are doing everything possible to continue to look after the health and wellness of all our residents while keeping them safe during this difficult time. For the safety of residents and staff, the facility will need to remain closed to visitors until the Hunter New England Public Health Unit has deemed it safe to reopen.

You are receiving this notification as the designated Person Responsible. You can help us ease the anxiety of other family members by sharing this information with your relatives.

What is Calvary doing?

Calvary has a **COVID-19 Outbreak Management Plan (OMP)** in place for such a scenario. Accordingly, we have taken **immediate action** to contain transmission and keep residents and staff safe, including:

- Physically isolated the affected person, including any close contacts;
- Notified the Hunter New England Public Health Unit, and other required agencies;
- Immediately closed the facility to visitors (no visitors will be allowed entry);
- Ensured residents are being cared for in their rooms and with appropriate physical distancing observed;
- Equipped staff with full Personal Protective Equipment (PPE);
- Commenced COVID-19 testing and regular temperature checks of residents and staff;
- Continue active screening and temperature checks for any person entering the home;
- Unfortunately, group activities have been temporarily stopped;
- There will be in-room dining for all residents; and
- Commenced regular intensive cleaning of the facility.

Are residents safe?

Residents are being 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 have been suspended. Residents will be provided with their meals and hydration, medication, exercise, medical care and phone/video call contact with families in their rooms.

In addition to these first actions, our care continuity plan ensures we have the clinical and non-clinical staff and other support services necessary to meet the individual care needs of our residents during an outbreak.

Part of this support is a team who will be calling you, the listed Person Responsible of each resident with a situation update today 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.

Residents have been informed about the outbreak and actions taken for their safety and wellbeing at this time. Each resident's care needs are being provided for as normal however full PPE (gloves, face masks, face shields,

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gowns) will be used by staff at all times.

Where can I get more information?

We understand this will be distressing news for families. Our first priority and focus is the safety, health and wellbeing of the people in our care at this challenging time.

Calvary will contact you today by phone with a situation update on the outbreak and the safety and wellbeing of your loved one. Families can also call the facility's phone number which has been diverted to our call centre team. Our call centre team is operating 24 hours 7 days a week to manage the increase in calls and ensure every family receives information in a timely way. For more information and regular situation updates, please visit www.calvarycoronavirusupdates.org.au

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

We are also committed to ensuring that you are provided with the information you want – quickly and regularly. You can help us to ease anxiety by sharing this information with other family and friends.

Sincerely,

Martin Bowles
National CEO

Bryan McLoughlin
Regional CEO – NSW