



20 October 2021

Dear General Practitioner,

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 acknowledge that as a provider of primary medical care, your ability to consult via tele-health and physically access a 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 primary care in an outbreak scenario.

What is Calvary doing?

In accordance with our OMP, we have taken **immediate action** to contain transmission and keep residents and staff safe, including:

- Quarantined the affected person, including any close contacts;
- Notified the Hunter New England Public Health Unit (PHU), and other required government 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;
- Suspension of group activities and group dining. Residents will be provided with their meals and hydration, medicines, exercise, medical care and phone/video call contact with families in their rooms;
- Equipped staff (and visiting GPs, allied health workers while on site) 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;
- Group activities have been temporarily stopped;
- In-room dining has been introduced for all residents;
- Commenced regular intensive cleaning of the facility;
- Maintaining close communication with the relevant PHU, Commonwealth and State or Territory health authorities regarding any changes in policy around resident transfer to hospital.

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 upon arrival.
- **Diversion of facility's main phone line.** In order to manage the expected high level of telephone traffic in the initial 24-48 hours, 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.

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

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 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