



20 October 2021

Dear Resident,

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 families. We also understand that people will be anxious and we want to assure you that we are doing everything possible to continue to look after your health and wellness while keeping you safe during this difficult time.

Am I going to be safe?

We understand this will be distressing news for you. Please be assured that our first priority and focus is your safety, health and wellbeing at this challenging time.

For this reason, our staff have asked you to remain in your room to keep you safe from infection. You will be provided with the care you need, however you will be required to stay in your room at this time.

It is important for you to know that your care will be provided as before, however there will be some changes to how we will provide your care.

For your safety, group activities and group dining have been suspended. For the time being, you will be provided with all your meals, medication, exercise, medical care and call with family in your room.

Our staff will also be wearing full personal protective equipment (gloves, face masks, face shields, gowns) to lower the risk of infection.

Does my family know?

We are in the process of informing your designated Person Responsible about the positive COVID-19 diagnosis and the actions taken by staff for your safety and wellbeing. **We will also be calling your Person Responsible with a situation update today and then regularly during the outbreak period.**

We will explain that you are safe and your care needs are being attended to and that the facility will need to remain closed to visitors until the Hunter New England Public Health Unit has deemed it safe to reopen.

Any resident receiving palliative or end of life care will have special arrangements made for visitation rights. Those residents should speak with their care staff if they want to arrange a special visit.

Your Person Responsible has been asked to share this information with your wider family and friends so that they understand the current situation and know that you are safe.

While no visitors are allowed at this time, residents and their loved ones can stay connected by making phone calls, sending letters, cards or text messages, or by using our WebEx video call service. Please ask a staff member if you would like to arrange a video call with your family.

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 you, our residents, and our 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.

Where can I get more information?

Our care staff can answer any questions you have. Your family can also call the facility which will automatically direct them to our dedicated call centre team (operating 24 hours 7 days a week) or visit our COVID-19 updates website at www.calvarycoronavirusupdates.org.au

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

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 their attention on the individual care needs of our residents.

Sincerely,

Martin Bowles
National CEO

Bryan McLoughlin
Regional CEO – NSW