

Dear Residents, Families and Friends,

It has been a relief to watch the spread of COVID-19 in NSW slow down, and I am pleased to advise that we remain free of any cases in our Lodge and Village. It appears that the collective measures of governments, organisations and community members are working!

Nevertheless, authorities advise us that we need to maintain a high level of vigilance in implementing measures to prevent introduction of COVID-19 into our facility.

Please see below important information

### **1. Visiting Arrangements**

We have decided to continue with current visiting restrictions for another week, allowing only essential visits, such as required for palliative care.

Our reasons include:

- Older people are impacted more severely than younger people when exposed to the virus
- We have observed the current struggles of Newmarch House, a residential aged care service in Western Sydney, where an outbreak of corona virus has had a devastating effect. Not only have we seen loss of life, but severe staffing shortages which impact on care
- This week we have learnt from experience in Japan and Singapore, that a successful strategy can be quickly overturned if we reduce precautions too early or overlook a sector within our community.
- Central Coast is classified as a hotspot with the recent outbreak at Gosford Hospital
- The whole of NSW remains in isolation at home at the moment, unless attending work, education, shopping, medical or care appointments.
- Every person that enters the facility raises the risk of infection

We understand that this news is difficult to hear and assure you we are here to do everything we can to keep families connected and supported during this period. We must remember that these arrangements will not go on forever, and I encourage families to contact the Care Manager or Facility Manager if you need to discuss arrangements.

So far, 110 family members and 37 residents have participated in video calls facilitated by our Yallambee Lodge Liaison Officer and our wonderful Leisure and Lifestyle Team. While there were a few problems one day last week with connectivity, families and residents are enjoying the calls and rating the experience as good or very good. If you would like to book in a call, please don't hesitate to ring Jan at reception on 02 4349 2301.

We have had requests from three families to allow external visits to residents through windows, over the fence and through doorways. We have seriously considered this option, however, have been unable to address all the risks satisfactorily, so unfortunately cannot permit this to occur. We apologise for the disappointment and will work through the matter with families individually.

## **2. Influenza Vaccinations required from 1<sup>st</sup> May 2020**

From 1<sup>st</sup> May 2020, no one is permitted to enter a residential aged care facility unless they have a current influenza vaccine. People aged 65 or over must also have had the pneumococcal vaccine (once is sufficient).

This is a government directive and full compliance is required.

To prepare for visiting, we ask that all family/friends either:

- a) Email a copy of your vaccination certificate to

*jans@evergreenlifecare.org.au*

- b) Post a copy of your vaccination certificate to

*Yallambee Lodge Liaison Officer,*

*Yallambee Lodge,*

*Yallambee Avenue,*

*West Gosford 2250*

c) Bring a copy with you to your next visit.

It would be helpful if you could email [jans@evergreenlifecare.org.au](mailto:jans@evergreenlifecare.org.au) and advise you have the certificate and will be providing a copy at your first visit.

All Yallambee Lodge residents have now completed their vaccinations as required by their Doctors.

We have registers for residents, staff and visitors to ensure the privacy of the information is strictly monitored.

### **3. Residential Care Survey**

Leading Aged Services Australia (LASA) are undertaking a national survey of aged care residents, families and staff to understand their views in relation to visiting restrictions and COVID-19 safety measures.

We would appreciate your views. The survey is very short, and you can access it by pasting this link into your internet browser:

[Aged Care COVID-19 Survey 6](#)

We have also attached a copy to this email which you can use if you have trouble accessing the online version.

LASA will send us your feedback as well as collating it with the views of others from around the country.

### **4. Resident Activities**

Some of our residents have been sharing their sense of humour with others.

Heather would like to make it known that she does not have Corona Virus and had a lot of fun creating this photo shoot!



While Max and Eileen are still bowling along, with admirable resilience!



### Easter Cards

Beverly, Sheila and Jean received some more Easter drawings from children in the local Community!



### Vegetable Garden

This week, peas, spinach and beans were planted in the new raised garden bed in the Special Care Unit.



### Furry Friend visits

This week we had another visit from Emelia's dog Marabella! Extra cuddles were enjoyed all round!



You might also like to have a look at our Facebook Page where we are publishing some good news stories <https://www.facebook.com/EvergreenLifeCare/>

Finally, please rest assured that our management team meet daily to review the pandemic status, government directives and our safety and wellbeing measures.

Please don't hesitate to send through feedback or suggestions by return email, mail or phone.

Stay well and best wishes.

A handwritten signature in black ink, appearing to read "Helen Wilson".

Helen Wilson, CEO