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Dear Residents, Families and Friends,

I am pleased to advise that we remain free of any COVID-19 cases in Yallambee Lodge and Village.

Over the last couple of days, Evergreen has surveyed families who have rung and noted a strong preference to continue with current arrangements for another week in the interests of resident wellbeing. We have therefore decided to continue the pause on all but essential visiting for one more week. If you believe that your family requires an essential visit, please contact management to discuss.

Management will continue to evaluate COVID-19 risks on a daily basis and anticipate that restricted visiting will re-commence towards the end of next week unless the indicators change.

In making this decision we have considered the federal government's three initiatives:

- There has been an increase in testing, with 8511 COVID-19 tests completed across the Central Coast and no new cases diagnosed yesterday.
- Government have released the [COVIDSafe App](#) for mobile phones to assist government to contact people exposed to the virus and contain outbreaks quickly
- We have better access to personal protective equipment required to deliver care in the event of a local outbreak. Having observed the struggles of Newmarch House, however, we remain concerned about the impact on residents, families, staff and the difficulty of maintaining appropriate levels of trained workforce in such circumstances.

We have also considered that from Friday 1<sup>st</sup> May, the NSW Government has relaxed restrictions in the community and will allow up to two (2) adults to visit another household. In doing so, the Premier cautioned that anyone aged over 70 should take extra precautions and stay home if possible. Social distancing measures are still essential.

### **Preparing for Visiting**

Please remember all people entering Yallambee Lodge from Friday 1<sup>st</sup> May onward must provide proof of having had an influenza vaccination. Your doctor or pharmacist should be able to provide you with a certificate.

We also ask that families download the [COVIDSafe App](#) to assist government to quickly contain any future outbreaks.

If you are intending to visit a resident at the Lodge in the near future, please help minimise the risk to residents by staying home as much as possible and practice social distancing.

### **Your opinion matters!**

Last week we issued a link to a survey conducted by Leading Aged Services Australia. The survey closes this Friday 1<sup>st</sup> May, so if you wish to participate, just copy click on the link or copy it into your browser: [Aged Care COVID-19 Survey 6](#)

If there is anything that concerns you regarding visiting or any other matters, please raise these with the RN in Charge. If the matter is serious or remains unaddressed, it can be escalated to management: first the Care Manager; then the Facility Manager; then the CEO. I remind you that we have a confidential complaints process available to ensure all matters are appropriately investigated and managed.

Please be assured we take our responsibility for the safety and wellbeing of our community very seriously and will continue to work in partnership with families and staff to keep residents safe and connected.

We have published more news on our Facebook Page this week and have also included some updates below that you might enjoy.

<https://www.facebook.com/EvergreenLifeCare/>

We look forward to your continued feedback and 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

**Our Leisure and Lifestyle Team have been thinking up new ways to entertain residents in the absence of family visits and received a lovely anonymous compliment from residents:**

*“Excellent photos in the Newsletter. It’s a good time to compliment Vicky on her imaginative approach to COVID-19 with her enticing Heather into “costume” – NOT GUILTY for the Newsletter this month.*

*We all need a laugh about now and the photo certainly tickled our funny bones. Keep up the good work!*

*Plus, a big thank you to all staff who remain cheerful through this difficult time. It certainly helps and puts a smile on our dials! Keep well all!”*



**Not to be outdone...**

**Nancy and Bob are busy baking cupcakes**





**Mavis – a little ray of sunshine in Yallambee Lodge!**

**Margaret’s Birthday Party was blessed with lovely weather and good company.**



**Video Calling is bringing lots of smiles**



Barbara was delighted to speak with Sandy using our Video Calling facility! We have now had 138 Video Calls to family members!

**ANZAC DAY 2020**

Lodge residents commemorated ANZAC Day this year by laying a wreath at the ANZAC Memorial outside the Lodge. A special morning tea followed!

