

COVID-19 Update #3



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Dear Residents, Families and Friends

Re: A Temporary Pause in Visiting

As you are aware, Evergreen implemented new visiting restrictions on Monday 23rd March 2020 to protect our community from the COVID-19 virus. The high levels of cooperation and understanding amongst residents and visitors during this period has been commendable.

We are pleased to report there have been no diagnosed cases of COVID-19 at Evergreen to this point, and we aim to keep it that way. In order to balance physical, emotional and spiritual wellbeing, we seek to choose the least restrictive path to safety. While some residents are choosing to stay in their rooms, others feel safer and happier in the company of others. This is made possible through physical distancing arrangements in the dining and lounge rooms.

Pressure is increasing across our industry, however, as the number of diagnosed cases and local infection rates continue to rise; supplies of sanitiser and PPE remain limited; and many aged care providers are locking down their facilities.

Considering this and the NSW Public Health Order on Tuesday 31 March 2020 restricting movement and gatherings, Evergreen is proposing a **temporary pause** on visiting. As the benefits of increased restrictions flow through, this should reduce the chance of an outbreak in the facility.

We understand the difficulty that separation from family can cause and invite you to provide feedback on our next steps.

Proposed Changes

- Yallambee Lodge will be closed to visitors from Sunday 5th April to Saturday 18th April 2020
- Visiting rules will be reviewed at that time and may be extended or relaxed depending on the local trends in infection rates and feedback from our community.
- Exceptions will be made for residents receiving end-of-life care
- Staff will assist residents to communicate with families and friends via phone or video calls.
- Yallambee lodge will make equipment available to residents who do not have access to their own smart phone, tablet or laptop. We will have a staff member available who can assist with scheduled calls via Zoom, Skype, Facebook Messenger, WhatsApp or Houseparty.

- We encourage families to send letters, photos and children's drawings to residents to keep their spirits up.
- We are working on initiatives to ease the loneliness for residents including:
 - School/preschool pen pals
 - Visiting pets.

To register your views, please click on this link <https://www.surveymonkey.com/r/F78HYY3>. The process will only take a minute of your time.

A hard copy form will be provided to those without email access.

On behalf of the Board and Management, I apologise for the short notice made necessary by the rapidly changing situation. Our team are here to support you and we look forward to hearing your views.

Kind Regards

A handwritten signature in black ink, appearing to read "Helen Wilson", with a long horizontal flourish extending to the right.

Helen Wilson