

Dear Residents, Families and Friends,

I am pleased to report that we remain free of COVID-19 at Evergreen Life Care and we are grateful for your assistance in keeping our community safe.

This week we saw the Royal Commission Hearing into the COVID-19 response in Aged Care which highlighted the vulnerability of the population we serve, and the need for cooperation and preparation across all levels of government and services. The outbreaks we have seen in Victoria and Newmarch House are distressing, and we were encouraged by the possibility of additional support from the Federal and State Health Departments.

We would like to assure you that we will continue to actively monitor and manage the situation closely to avoid an outbreak in the facility. Our visiting guidelines, staff training and procedures such as wearing of masks and personal protective equipment are based on local risks and the national/international evidence base. At the same time, we are working to ensure that if a person does become infected, we could contain the infection and limit the impact. Our preparation is multi-faceted including scenario planning, training, documentation, practice exercises, audits and networking with industry experts.

New initiatives to minimise the impact of a potential outbreak

- Next week we will be involved in a desk top planning exercise with the Local Health Network. This is critical to ensure coordination of health and medical services, with hospital transfers where required.
- Learnings from outbreak management teams in Victoria suggest that if possible, it is best to split the facility into separate home groups to limit the potential for an outbreak to spread. Our management group are working through the practicalities of such a process and will be consulting with residents and families over the next couple of weeks. It is a complicated task as many staff and some residents currently move between wings on a regular basis.

We will be in contact with more details shortly of an online 'Zoom' meeting for families/residents, as well as the monthly face: face resident meeting.

Face Masks

We are seeing a variety of masks coming through the door and would like to encourage you to enter our Fancy Face Competition. To enter, just provide your name, a photo of you in your face mask (we can take a photo for you or you can email one in) and your permission to put the photo on our Facebook page to Elenag@evergreenlifecare.org.au or reply to this email.

You can see some current entrants by clicking [here](#). Three prizes will be issued for the prettiest, handsomest and funniest mask – lunch for two at our Everbean Café.

Remember it is important to wear a mask correctly:

- Wash or sanitise your hands before putting it on and after removing it

COVID-19 Update No.21



- Ensure it covers your nose, mouth and chin
- Do not touch the mask while wearing or removing it (wash your hands immediately if you do)
- Do not let it hang around your neck

We are requiring our staff to wear surgical masks while on duty, only to be removed when going on a break (you can't eat or drink with a mask on), working in the laundry or kitchen or in a separate work area away from others.

Residents are not generally required to wear masks as this is their home.

Visiting Guidelines

There are no changes to the visiting guidelines this week. Please remember to keep your visits to 1 hour and remain in the resident's room with your mask on. Exceptions on compassionate grounds can be approved by the Care Manager, Malo Kilander, Quality and Compliance Manager, Debbie Chew, or the Facility Manager, Ann Young.

We continue to recommend video calls which can be booked through reception: 4349 2301.

COVID-19 Hotspots

Hotspots are changing almost daily. If in doubt, please check before you leave home. Until further notice any visitors to Yallambee Lodge who have been in the following Local Government Areas or suburbs in the last 14 days are not permitted entry to the Lodge:

- Hornsby Shire,
- Hills District,
- Newcastle,
- Merrylands (suburb),
- Guildford (suburb),
- Canterbury Bankstown (Bankstown Part)
- Waverly,
- Woollahra,
- Eastern part of Sydney,
- Paramatta, Fairfield,
- Liverpool,
- Campbelltown
- Camden.

Aged Care Employee Day

Our staff were greatly cheered by the very generous feedback you provided for Aged Care Employee Day last Friday. We are keeping the certificates of appreciation up on the wall to enjoy a little longer. I hope you enjoy them too!

As always, please provide feedback if you have concerns, questions or comments about our COVID-19 preparations or any aspects of our service.

Kind Regards

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

Helen Wilson, Chief Executive Officer

Friday 14th July 2020

Social Snippets

Residents joined in celebrations on Aged Care Employee Day with gusto and suitable social distancing.



The staff received length of service awards as well as lovely certificates of appreciation from residents and families.



Vicki's 25th Year Anniversary

We celebrated Vicki Wright's wonderful contribution to Evergreen services, to resident wellbeing and the team.