

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.

Quarterly Forum via Zoom

We are issuing an early update this week, as we would like to invite you to attend an online forum on Wednesday 26th August at 12.30pm. Our management team will provide an update on events at the Lodge and consult you regarding COVID-19 precautions and future plans. Please see the invitation attached.

We will be also be consulting with residents at the monthly meeting on Wednesday 2nd September.

If you would like to contribute to our planning but are unable to attend one of these events, we will share the presentation and welcome comments in writing or via email.

Top Tips on Face Masks

It is encouraging to see the way people are adjusting to the new safety requirements. We have noticed however, that masks are not always being worn correctly and have enclosed an instruction sheet for your information. It is important to remember:

- A mask makes a terrible necklace and it's not intended to be a mouth warmer – it must be worn over both the mouth and the nose
- If you remove your mask incorrectly or touch the front without washing your hands, you may infect yourself if the outside has been contaminated

There is still time to enter our **Fancy Face Competition**. Our reception team would be happy to take a photo of any willing participants. Three prizes will be issued for the prettiest, handsomest and funniest mask – lunch for two at our Everbean Café. Winners will be announced in the September edition of our Horizons Newsletter and via email.

Social Outings

With the exception of medical appointments, outings are still discouraged for residents at the Lodge, due to ongoing rates of community transmission. A period of isolation may be required on return based on assessed risk. If a resident chooses to leave the facility, we recommend a lower risk option such as a drive (wearing a mask with no contact with others), a walk around the Evergreen gardens or a visit to the Everbean café at the community centre. All patrons at the Everbean café are screened; the majority are residents and social distancing; hand hygiene and mask wearing are required.

Everbean Café is open 9.00am – 2.00pm and makes good coffee! We recommend you make a booking if planning to attend for lunch - phone reception on 4343 2300.

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

We are really sorry, but we cannot admit any visitors to the Lodge who have been in a hotspot in the last 14 days or who fail to pass the screening tests. If you are unsure, our staff can advise you of the current hotspots when you book your visit.

Online Booking System for Visits

We are working on a new system to streamline visitor booking and screening processes. Stay tune for more information in the next few weeks.

Domestic Update

On a domestic matter, our laundry has reported a few instances recently where new clothing has gone astray. The Lodge provides a labelling service for new and existing residents to avoid such inconvenience. Please place any new clothing in a bag with the resident's name and room number on it and leave it in the basket at reception. The clothes will be labelled and delivered to their room (with a smile). We hope you enjoy the service!



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

Stay safe and well

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

Helen Wilson

Chief Executive Officer