

Family Communique # 1

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Dear SummitCare Family, Friends and Staff,

Our entire community is currently experiencing unprecedented challenges in the face of the COVID-19 Virus.

We recognise our residents are the most vulnerable and susceptible cohort in our community to the COVID-19 Virus and as such SummitCare have introduced a number of protective measures throughout our homes this past week in order to minimise risk and infection.

These measures include the introduction of reduced visiting hours, temperature checks at our receptions for all staff and visitors to our homes, increased instructions for hand washing and the increased presence of hand sanitisers throughout the homes.

We have also introduced a more intensive cleaning regime for all touch surfaces including keypads with the highest level of hospital steriliser.

Our staff have completed additional training on infection control and an additional series of annual hand washing competencies.

We have changed codes to entry keypads to ensure all visitors pass through our main entrances only to assist with monitoring. You will also have noticed signage for staff, family or visitors returning from any overseas destination who now must self-isolate for a 14 day quarantine period.

We remain firmly focused on protecting the health, safety and wellbeing of all of our residents and employees.

***Today, following Government recommendations and to provide the safest possible environment for your loved ones we have made the decision to further extend these precautions by reducing our visiting hours further.***

***Effective immediately we are restricting visitors to immediate family only with a maximum of one to two visitors at any one time.***

***Visiting hours will be limited to 10-11am and 3.30- 4.30 pm daily. Visitors are also to be limited to one visit per day in order allow all families to visit their loved ones. All visits are to be restricted to the residents room only and not in communal areas.***

***If you have exceptional circumstances, we will do our best to accommodate your needs and ask that you please contact the General Manager of your home to discuss options.***

***These decisions will be reviewed and updated regularly in line with the latest Government and Public Health advice for Aged Care providers by our Executive team and we will be in contact when other changes may be necessary.***

We have also temporarily suspended bus trips and all unnecessary external appointments in our attempt to minimise exposure to the COVID-19 risk.

We realise this action has the potential to isolate our residents and in an attempt to reduce this impact we are preparing to assist in maintaining face to face contact with your loved one via Skype, Whatsapp or other mediums. If you cannot visit and for outside the new visiting hours. We will endeavour to accommodate all families as best our staff can but ask for your understanding and patience.

I wish to also acknowledge and thank each of our wonderful staff for their dedication and support as we face the challenging times ahead.

If you have any questions relating to any of the above please contact your General Manager or Leadership team at your home.

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

Warm regards

**Michelle Sloane**  
**Chief operating Officer**