

Family Communique # 2

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Dear Summitcare Family, Friends and Staff,

We recognise that the introduction of restricted visiting hours is proving challenging for you.

I wish to stress that we have made this difficult decision in preference to a full lockdown of our homes as many of our Aged Care colleagues have chosen to do immediately. We do anticipate this may be a directive from the Government in the coming days as this crisis worsens.

We ask for your patience and understanding and that you work with us and abide by these strict times and not put excessive pressure on our local teams as they are trying to implement rapid changes to each home to ensure the safety of your loved ones from the COVID-19 Virus. Visiting during mealtimes has been identified as a time of higher risk particularly as we are trying to enforce social distancing.

As I highlighted in my previous message SummitCare have introduced a number of protective measures throughout our homes this past week in order to minimise risk and infection.

This includes abiding by the Government directive to restrict children under the age of 16 years from visiting.

Additionally, the Government has asked us to restrict all social leave for residents. External medical appointments will be assessed as to whether they can be rescheduled or indeed we can arrange a virtual consultation. Many Specialists are now introducing these measures. Our managers can assist with this.

In line with social distancing recommendations and unnecessary exposure we are suspending Hairdressing services for the next two weeks to avoid unnecessary exposure and risk we will then reassess.

Additionally, we must cancel all celebrations including birthday parties for the moment and all external entertainers from visiting the homes.

We ask that no pets be brought into the home at this time.

We are currently identifying requirements in each home to ensure there are adequate supplies of devices to allow you to call and speak with your loved ones via Skype, Whatsapp or other mediums. Our staff will assist with this.

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



Warm regards

Michelle Sloane
Chief Operating Officer