

Family Communique # 3

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Dear SummitCare Family, Friends and Staff,

We understand the importance for residents to stay connected with loved ones, particularly during this unprecedented and very difficult time. This is why we continued with visiting this past week even though many of our colleagues in the industry chose to close their doors to all visitors.

We have been monitoring all residents and at this time I am pleased to report there are no cases of COVID 19 in our homes.

However, due to increased spread of COVID 19 in the community and to ensure that we are protecting our residents, our staff and our visitors we have now had to make the difficult decision to move to essential visitation only.

From Monday 23 March 2020 we will only allow essential visits to our homes. Essential visits are classified as visits to residents to residents who are in the final stages of palliation, visits to residents who have had a fall or become unwell. These visits must be arranged with the General Managers, and on a case by case basis.

We ask for your patience and understanding during these difficult times, and we hope that you will work with us to protect your loved ones and not put excessive pressure on the teams caring for our residents.

We have purchased a large number of iPads in anticipation of this situation to facilitate communication with your loved ones via Skype or Google Hangout. These will arrive this week and we will advise instructions.

Most homes already have a limited number of devices including mobile phones.

You will be able to book a time on these devices with reception, who will ensure everyone is accommodated.

On a personal note, I understand this is a very anxious time for all, please be assured we are doing our very best to ensure the safety of your loved one. We continue to monitor the situation closely with the Ministry of Health and the World Health Organisation daily.

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