

Family Communique # 4

SummitCare (Australia)
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Dear SummitCare Family, Friends and Staff,

We wish to thank each of our families for their tremendous support and words of gratitude since our announcement to move to essential visiting only. This decision was difficult for us to make and have done so in order to protect your loved ones as much as possible.

As of today, we remain COVID 19 FREE in our homes. This is a testament to our staff and the precautions we have introduced.

A copy of this letter will be given to your loved ones in order to also ensure they remain fully advised of what is happening.

I know many families that visit daily expressed concern around mealtimes and assistance for their loved ones. I wish to assure you that we have put procedures and staff in place to ensure everyone is being well cared for.

We intend to keep you fully informed each step of the way whilst we manage through this difficult period. We are currently arranging for a Newsletter to be distributed to you and your loved ones regularly and please if you haven't provided your email or mobile numbers to your homes, we ask that you do so asap. If you do not have email or mobile perhaps you could offer another close family member who we could send information to.

Our iPads are being delivered today to facilitate communication with your loved ones via Skype or Google Hangout. Again, we ask for your patience whilst we establish a diary to schedule calls to ensure everyone is accommodated. If you would prefer or you may consider delivering a prepaid mobile that your loved ones can use with preloaded phone numbers to contact you, our staff will assist your loved one in the use of them.

In regards to personal laundry our laundry staff will carry out this service on site for the period of closure. If your loved one requires additional clothing as the season changes, we will be in contact with you.

Please be assured we are doing our very best to ensure the wellbeing and safety of your loved one and we will be in touch should anything change.

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