

## Family Communique #10

1 June 2020

Dear SummitCare Family and Friends,

I know you are all anxious to know when we will open our doors to routine visitors, especially with the Government's recent announcement that as of June 1 (today) many community and lifestyle activities will recommence.

Our approach to essential visiting has been challenging and I thank you all for your ongoing support and understanding during this difficult time. We are as anxious as you are to see our residents spend quality time with you, their families and friends.

However, we remain cautious around resuming normal visitation at this time especially when advice from WHO is that we must not become complacent as community transmission remains real.

We continue to balance this advice alongside the recent release of the Visitor Access Code for Aged Care. The risks associated with COVID 19 outbreaks remain real and we ask for your continuing understanding of our position and consider all aspects of the safety and welfare of your loved one.

This advice for caution is guiding us in reviewing our current approach to visiting. At our recent Virtual Resident & Relative meetings, I discussed that we are now promoting a 'Soft' reopening option in each home. These will be tailored depending on the layout of your home and be weather dependent as conditions change. They will be conducted within a sheltered veranda or garden or a designated room and respecting social distancing.

Please contact your home for further details and bookings at a mutually convenient time.

We anticipate advising that within the next two to three weeks we will be able to upgrade this process and further relax our approach with a gradual opening to 1-hour visits per day followed quickly by two one hour visits until finally, we feel we can safely resume normal operations.

Meantime don't forget to join your homes Facebook page to ensure you receive updates and posts around activities in the home.

If you didn't get a chance to join in your home's most recent virtual Relatives & Residents meeting then I would encourage you to give them a try next month. For me, it was lovely to meet with a great many families 'face to face' and provide a brief update on our COVID-19 planning. It was also beneficial for us to receive your feedback both on the current restrictions and the virtual meetings. I think they are here to stay!

Both the Regional Managers and I will continue to attend as many of these meetings as we possibly can and definitely during this pandemic period.

Meantime we will continue to facilitate and support our residents and their families with phone calls, Facetime and Whatsapp communication, regular Facebook posts and "Windows of Love".

To restate our current policy beyond what I have highlighted above, essential in-home visits will continue for those who are in the final stages of palliation. We are supporting and facilitating personal contact with family members when a resident is unwell, we believe the resident would benefit from spending some time with a family member. These visits can be arranged on an individual basis with the General Managers.

***At this time we continue to remain COVID-19 FREE in our homes and thank you all for your cooperation and support.***

I will continue to stay in touch with you and if you have any questions please do not hesitate to reach out.



WARMTH WORTH WELLBEING

**SummitCare (Australia)**

PO Box 6684, Baulkham Hills NSW 2153

**P** (02) 8850 8500 **F** (02) 8850 8530

**E** [info@summitcare.com.au](mailto:info@summitcare.com.au)

**www.summitcare.com.au**

Take care, stay safe and best wishes to you and your family.

Warm regards,  
**Michelle Sloane**  
**Chief Operating Officer**