

Family Communique #12

14 July 2020

Dear SummitCare Family and Friends,

I would like to once again offer my personal thanks to all of you for your continued patience and understanding over the past few months. As you all are aware recently we have relaxed our visiting restrictions to our homes recently and had hoped to further relax these during July.

However, as we enter our fourth month of COVID-19 restrictions news from the South West today is not positive with outbreaks at Casula. We have now placed our homes at Liverpool 173 Elizabeth Drive & 155 Elizabeth Drive, Canley Vale and Smithfield back into Essential Visiting only. We have also introduced the wearing of face masks by all staff in these homes.

This has not been an easy decision and it is disappointing but we believe these actions to be necessary to provide ongoing protection to our residents and the teams of staff that are caring for them.

Under consideration currently is whether we extend this initiative to all homes as COVID-19 hot spots are identified, more on this will follow as necessary.

Whilst cases in NSW have remained relatively low this outbreak at Casula has caused great concern and demonstrates that the virus is still highly contagious and out there in the community.

Please remember if you are visiting and you or anyone in your household are unwell please do not come to the home and see your doctor.

We remain COVID free in all of our homes, it is imperative we all remain vigilant. We thank each and every one of you for your continued support.

These past few months have been very challenging but I have every confidence in our teams and could not be prouder of them and our record to date. We can get through this if we continue to work together as we have been.

Meantime as mentioned our visiting will be assessed in areas beyond the South West as needed. Our Window Visits, Facetime calls and other use of technology will continue to provide a contact for our residents with you, their families.

Stay safe, take care and best wishes to you and all of your families.



Warm regards,
Michelle Sloane
Chief Operating Officer