

Family Communique # 14
13 August 2020

Dear SummitCare Family and Friends,

As we continue to move through the challenges of the Covid-19 Pandemic I thought it prudent to write to you and provide you a level of comfort around **“What to expect in the event of an Outbreak”**.

Just to recap on our preparations at this time. I meet daily with my senior team in particular our COVID-19 Coordinator for the Group. We are receiving daily updates from all health and government agencies and we review and adjust our preparations and Pandemic plan as required in line with this advice.

Our onsite education and COVID-19 preparedness is constant in our homes and all homes have been assessed by the Aged Care Quality and Safety Commission for their preparation arrangements. All have met all standards.

We continue to maintain large supplies of PPE and continue to place orders to replenish and maintain our stock levels.

The first 24 hours-

- **We have a designated single point of control namely our Group COVID-19 Coordinator who would be working alongside myself and in conjunction with the General Manager of your home.**
- **You would all be advised via Esendex that we have an outbreak similar to how we currently advise of seasonal flu or gastro outbreaks.**
- **If it involved your loved one we would call you immediately.**
- **We understand that in most instances the Public Health Unit would be involved and introduce protocols as required depending on the case numbers and severity of the situation.**
- **As a result of the anticipated increased communication flow we will be asking each family to provide a single point of contact as we will be unable to conduct several calls daily for each resident.**
- **We would be calling each family daily to provide an update and briefing of the current situation in the home. Naturally if your loved one is affected this would be on a needs basis as required and no doubt more frequently.**
- **We have established a covid@summitcare.com.au email in order for you to send through any questions or concerns outside this daily briefing call.**
- **We have also established a 1800 number to accept calls and would immediately have a team in place from 8am-8pm daily.**
- **By now I'm sure you have been approached to discuss advanced care directives. If not, please contact your home to ensure we have documented your loved ones wishes in the event of illness.**

Your understanding and patience has been amazing during these times and please be assured we continue to do everything in our power to ensure we stay COVID-free. We all pray that our homes will remain safe and be assured we are working very hard to remain so. Meantime stay safe, take care and best wishes to you and all of your families.

Warm regards,



Michelle Sloane
Chief Operating Officer