

Family Communique #15

02 September 2020

Dear SummitCare Family and Friends,

As you are aware recent outbreaks in Sydney have resulted in us receiving notification from the Chief Health Officer advising immediate restrictions on all visitors with the exception of families whose loved ones are palliating for a two week period.

This time frame included Father's Day. We have heard from the Premier that this instruction might change in time for us to revert to the restricted visiting arrangements we had previously put in place in all of our homes.

That is visits by appointment only for 30 minute durations wearing a full face mask and completion of our risk assessment questionnaire and temperature check prior to entry.

We anticipate we may not be advised until late on Friday. If we are able to do this in time for Fathers day we will send a message via Esendex to all families immediately.

We continue to request your understanding and patience which has been amazing during these times.

We continue to do everything in our power to ensure we stay COVID-19 free and keep our homes and your loved ones safe.

We continue to review and work on site with our teams in line with advice from the Aged Care Quality & Safety Commission and local Health Districts and Hospitals on our advanced COVID Action plans for each of our homes to ensure we have all aspects covered in the event of a COVID positive case. This includes identifying areas for isolation, generous stock levels of PPE, linen, medical supplies, medications, food and alternate food arrangements plus communication plans to ensure you are kept advised every step of the way.

In the event of an outbreak at any of our homes be assured our Senior Leadership Team will all be on site including myself to work with these Public Health Units and the Department of Health.

Our staff continue to carry out weekly education sessions onsite on COVID-19 preparedness in our homes and all homes have now been assessed more than once by the Aged Care Quality and Safety Commission for their preparations arrangements. All have met all standards.

Thank you all once again and please contact the General Manager of your home if you have any further questions.

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



Warm regards,
Michelle Sloane
Chief Operating Officer