

Family Communique # 8

30 April 2020

Dear SummitCare Family and Friends,

It has been just over four weeks since we made the difficult decision to restrict visitation to our homes. At all times our actions have been based on the safety and wellbeing of our residents and our staff.

This week we have all heard the various announcements by the Prime Minister and the Minister for Aged Care. Like a lot of us you are possibly feeling a little confused about the 'where to from here'.

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

We are anxious to see the usual visitation resume in our homes as quickly as possible. We understand the importance for our residents to have that close contact with family and friends. However, for the present time, we must continue to adapt to this balanced approach and to ask for your patience and understanding as we will need to continue restricting visits to essential visits only.

For clarity, essential visits are classified as visits to residents who are in the final stages of palliation, visits to residents who have had a fall or become unwell. These visits can be arranged with the General Managers.

At this time ALL of our homes are located in COVID-19 Hot Spots.

We will however continue to monitor the situation closely, take advice from the Health authorities and regularly review our position. I will stay in touch with everyone.

You are and remain our partners in the care of your loved ones and we value and encourage you to call your home's General Manager if you have any concerns or would like to discuss anything about their care.

So far we have managed to keep everyone safe and we continue to monitor the health and wellbeing not only of our residents but of our wonderful teams of nurses and ancillary staff.

It is timely to remind everyone that from May 1 2020 in line with Government directives we will require evidence of Fluvax immunization prior to entering our homes. In order to facilitate this verification process could we ask you to please send evidence to your home as soon as possible to enable us to update our records in order to facilitate your entry into the home when we are in the position to lift restrictions.

I know many of you have been visiting through our 'Windows of Love', I have seen many wonderful photos. I'm sure many of our residents are far more experienced with technology now than they were 4 weeks ago! I continue to encourage and support your loved ones this way and by using all of the tools we have available Skype and Facetime.

Thank you all for your understanding. We will continually strive to keep you as informed as we possibly can during this challenging time we are all facing.

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



Warm regards,
Michelle Sloane
Chief Operating Officer