

Family Communique # 9

14 May 2020

Dear SummitCare Family and Friends,

It has been a very busy two weeks with Mother's Day celebrations and International Nurses Day, allowing us to recognise and celebrate both our wonderful Mothers and our wonderful Nursing teams. I'm sure you would join me in celebrating the work and dedication of all of our teams, particularly at this very difficult time.

Shortly you will be receiving an invitation from your home to a Virtual Residents and Relatives meeting. We encourage you to attend where possible. We have introduced these meetings as we recognise the COVID 19 situation could endure for some time into the future restricting gatherings of large numbers and to allow us to be available to you in order to answer first hand any questions or concerns you may have.

I will attend these meetings as will my Regional Managers and Local Leadership teams from your homes. We look forward to meeting with you in this way.

We have adopted a series of protective measures over the past 7 weeks including changes to our visitation arrangements. We did this as part of our duty of care to promote the safety of our residents. This week has also seen the Code of Visiting Residential Aged Care Homes finalised. This Code will remain in place for the duration of the COVID-19 Pandemic and is scheduled for further review on 31 May 2020.

As we operate in known COVID Hot Spots we will adopt recommendations of the Code at a high level. What does this mean to you? Well, it means we will continue to facilitate and support all manner of social connection for our residents through every innovative approach we can including phone calls, Facetime and Whatsapp communication, regular Facebook posts and "Windows of Love" and separate outdoor spaces visits.

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.

We continue to balance this consideration alongside the risks associated with COVID-19 outbreaks and we hasten to encourage you to consider all aspects of the safety and welfare of your loved one before you request such a meeting and we will continue to restrict access unless absolutely essential. We are also working hard to ensure our residents remain socially connected while physically distancing both with yourselves and each other where possible, this includes such things as live concert streaming.

Like you we are anxious to see regular visitations resume in our homes as quickly as possible.

We remain COVID 19 FREE in our homes at this time and believe our vigilance and the training of our staff are the key factors.



WARMTH WORTH WELLBEING

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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.

Thank you all for your continued patience and 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