

Family Communique # 20  
9 December 2020

Dear SummitCare residents, family and friends,

It has been a very difficult year for everyone. Whilst some form of normality has now returned to our lives, it has been tough on the front line. Infection control protocols and care delivery at each SummitCare home has been tested like never before.

There was much fear of the unknown at the outset of the virus from our residents, relatives and our staff. Everyone one of us had to adapt and adjust our lives.

I would like to take a moment to thank our wonderful teams of people that make SummitCare so special. Your words of encouragement and understanding have boosted them knowing they have your full support.

With Christmas now just around the corner I'm sure you are anxious to know how COVID-19 restrictions will impact this year's celebrations with family and friends for our residents and your loved ones.

I'm pleased to advise that the Chief Health Officer, Kerry Chant, has advised that we may allow residents to be taken out of the homes for celebrations with family and friends. This is wonderful news for us all.

We would ask that you advise us if you are planning a Christmas celebration in your home. Details including where the resident will be going, social distancing and the details of the other guests that will be in attendance will allow us to ensure ongoing continuity of care. We will be monitoring all residents on their return to maintain the safety of everyone.

Meantime all SummitCare homes continue to receive visitors wearing 2 ply surgical face masks on a booked basis. We are still required to limit numbers of two visitors per resident at any one time to enable social distancing and meet our COVID-19 management plan. You will still be required to have your temperature checked on entry, undertake hand hygiene and to complete our sign in procedure including our COVID-19 Risk Assessment questions.

Unfortunately, we are unable to offer families and friends our usual Christmas lunch in our homes this year due to numbers and social distancing requirements, however, we hope these types of restrictions will soon ease further and we look forward to welcoming you back next year.

If you are unable to take your loved one home for Christmas, you will be able to attend the homes on Christmas Day for visiting.

I would like to wish everyone a safe and joyful Christmas and New Year, we look forward to welcoming you into our homes in 2021.

Warm regards,



Michelle Sloane  
Chief Operating Officer