



October 15, 2021

Dear Residents & Family members,

Re. Update #4. - Outbreak 13.10.21

Good news! The results of the Covid testing for our residents in Honeysuckle have all returned negative. There are no residents in the facility displaying any Covid symptoms or fever.

The Covid team had a follow up video meeting today with our allocated health team that included as before, representatives from NSW Health, Public Health Unit, the Aged Care Quality and Safety Commission and the Commonwealth Department of Health.

Whilst not completely out of the woods yet, we gave a little cheer that all results for residents in Honeysuckle and staff who were a close contact of our positive staff member have returned a negative test so far. This is indeed good news.

The residents in Honeysuckle will remain in their wing and will be re-tested next Thursday, or prior if any resident displays cold and flu like symptoms. We will meet with the health authorities next Friday to determine next steps and it is hoped, if no resident develops symptoms and returns a positive test that the Public Health Unit will declare the outbreak over.

We have a little good news for the residents of the Honeysuckle suburb, whilst they remain in their area and rooms, we were given permission to encourage residents to move about in the fresh air on the balconies either on their own or if they share a room, with their own 'roommate or partner'. This option will be closely managed by staff as only one or two residents can be out of their room at any time and must not cross paths. Additional staffing has been allocated in this area to assist with managing care and services. We give a huge thanks to our staff who have willingly continued to provide care and service to our residents in this area and to those staff who have offered to be rostered on in this area. We are truly grateful to have dedicated and professional staff.

To other good news, we were also given permission to resume visitation for residents in other areas from Monday. Therefore, if you have an appointment already next week for visiting your loved one who resides in BlueGum, Jacaranda, Nobbys, The Hill and Waratah this appointment can still go ahead. We are in the process of rescheduling cancelled appointments from this past week where possible. The appointments will still be outside as outlined in our General update #68 & #69, or if the weather is particularly bad will relocate to our designated areas at the front of The Manor or Braye Park for the Lodge. All visitors must check in at the front door of the Manor.



As Covid case numbers are still high in the Hunter we ask that you remain super-vigilant. Some families have asked if our staff are fully vaccinated, so I can confirm that every employee and contracted staff have had both vaccinations. Only 2 residents have declined to be vaccinated whilst all others have been vaccinated, with 3 new residents having had a first jab. Please ensure that you send in your vaccination record as it is a requirement for visiting. Remember you must have had your second jab at least 2 weeks before you can visit any aged Care service.

We are aware that there are 6 Aged Care facilities impacted by Covid at this time and the Health Authorities advised that screening must be even more rigorous as some relatives have brought Covid in to those facilities because they ignored the health orders to remain isolated after testing or did not declare they were a close contact and were unwell at the time of visiting. I cannot stress enough the ongoing risk to vulnerable populations so please continue your exceptional co-operation with all that we have asked.

Please do not attempt to visit us if you

- have the slightest cough or cold/flu like symptoms;
- have been contacted by NSW Health as a close or casual contact;
- are waiting for the results of a Covid test;
- have been in contact with a confirmed close contact who is waiting on a test result
- have not had both Vaccinations at least 14 days ago.
- are Under 12 years of age
- reside in or have visited Sydney Central, Coast Blue Mountains or any other known area of concern.

We will operate on an appointment basis for visiting for the next two weeks and advise visitation arrangements for the following weeks in due course. Please call reception on (02) 4935 0300 to make those arrangements during office hours.

Activities in suburbs will resume therefore residents will be able to have a coffee in The Manor or Lodge and go for walks with other residents from their suburbs. At this time there will be no gathering of residents across floors of the facilities or between buildings.

The gym will remain closed for a further week, however we will resume hairdressing services that have been operating prior to this issue on a suburb by suburb basis.

Be assured we understand the disappointment that everyone experienced when we went into lockdown , but we are coming out the other side with staged and closely managed visiting arrangements so that those residents able to have visitors can experience the great Joy that comes with reuniting with much loved family and friends.



So keep your masks on, socially distance, keep sanitizing your hands as required and follow all instructions.

Thank you for your patience and we will most certainly welcome you all when we see you again.

Yours sincerely,

Viv Allanson
CEO

