



17th March 2020

Dear Residents and families,

As per the COVID-19 media release sent to you earlier today from LHI CEO Graham Reed, LHI is adopting a two stage process to safeguard residents, visitors, staff, volunteers and contractors from a potential outbreak within our Residential Care Home.

Visitors

Stage 1 is to be implemented from **8am Wednesday 18th March 2020** where we encourage resident's family members to consider deferring visits to their loved one until further notice.

This stage is not a blanket ban on all visitors however it will require all visitors to only enter the home through the **administration entrance** where they will be requested to confirm on arrival that they:

- have not returned from overseas in the past two weeks
- have not had close contact with an individual who has tested positive for COVID-19
- do not have a fever or a cough
- will practice social distancing, cough etiquette, and routine hand sanitizing when visiting the home
- will make my way directly to the room of the person I am visiting and not spend time in communal living and dining rooms

Please refer to the attached map that shows the location of the administration entrance. Please note that from Wednesday 18th March, all other entrances to the home will be locked with signage directing all visitors to enter via administration. All codes previously given to family members for out of hours access will be temporarily disabled. To assist in managing these new visiting arrangements, we will be implementing visiting hours for residents in the Residential Care Home as follows:

Monday to Friday 8.30am to 6.30pm
Saturday and Sunday 10am to 2pm

We understand that this visiting limitation may inconvenience and worry residents and family members. Our lifestyle team will be offering 'virtual visits' via video link where possible to facilitate contact between families and residents. If you would like to investigate this option, please email Lifestyle staff member Eleanor Kroehn at ekroehn@lhi.org.au

Activities, Gatherings and Outings

Stage 1 will also include a limitation on large group gatherings / meetings within the home where social distancing cannot be assured. This means that church services, concerts and larger group activities in Zinnbauer Hall have been cancelled during this period. We have also decided to stop bus trips and other organized external outings. To mitigate the impact of cancellations of activities such as these, our lifestyle team will be coordinating additional smaller localized activities within each unit and in internal courtyards (weather permitting). We will also be showing recorded church services via the in-house multiscreen system. At this stage, we will be continuing communal dining in dining rooms. We will also be continuing in-house hairdressing services and essential allied health services (e.g. Podiatry, physio, and dietician). GPs will continue to visit the home to attend to resident's health needs. Residents and families are strongly encouraged to avoid external outings and appointments however in the event that this is essential, please contact Kamal Kavina or Kerrie Barlow for further advice.

McLaren and ILU Residents

Hope Valley Independent Living Unit residents (including McLaren residents) will continue to be able to access the banking service, podiatrist and Doctors' rooms however, we have cancelled the gym service and 'The Shoppe' until further notice.

For McLaren residents, to minimize contact with other residents in the home, we ask that you use the administration entrance or the internal door and lift near Coonawarra should you need to visit the bank, podiatrist or Doctor. Please do not walk internally through the Barossa area.

McLaren and ILU residents are able to accept visitors and leave their accommodation freely however, we encourage you to practice social distancing, good hand hygiene and for you to not accept visitors that have been unwell or returned from overseas within the last 2 weeks.

We do ask that village residents avoid visiting the home where possible. Please ring Reception on 8265 8000 for further advice/ information should you be unsure of whether you need to make the visit to the home or not.

Further information

As Graham highlighted in the media release, these are challenging times. It is a reality that COVID-19 represents a very real threat to the health and safety of the whole LHI community. Please keep up to date via the links provided in the Media release and via the “what’s happening” tab within the “about us” tab on the LHI website www.lhi.org.au

Thank you for your support and cooperation. Please be assured we will continue to keep you updated with regards to any new developments.

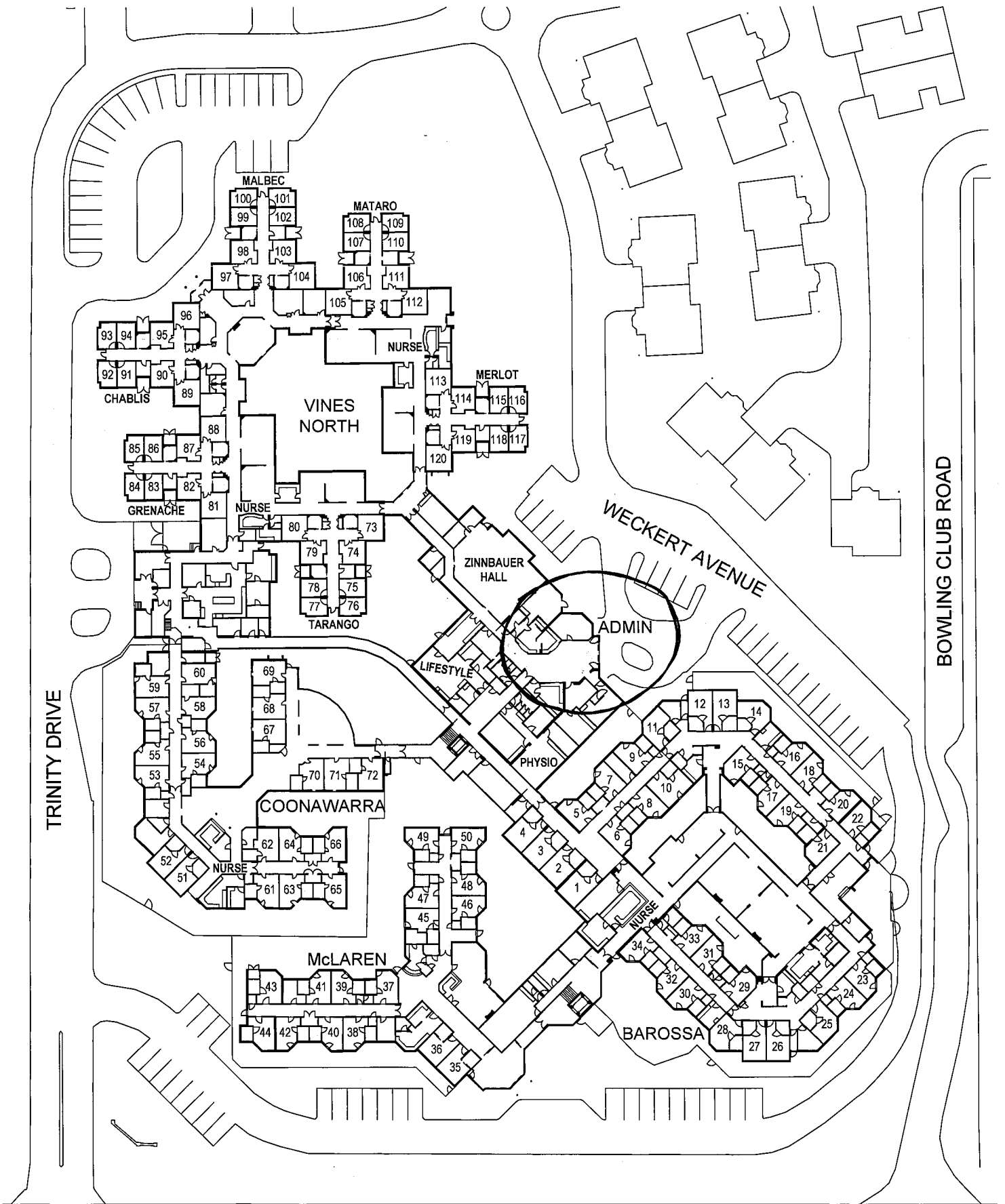
Care Coordinator Kerrie Barlow, Care Manager Kamal Kavina and I are contactable for any further queries or concerns. Please contact us on 8265 8000 or via email kkavina@lhi.org.au kbarlow@lhi.org.au or mbritt@lhi.org.au

Kind regards,



Megan Britt

General Manager Residential Care – Hope Valley



GRAND JUNCTION ROAD

HOPE VALLEY AGED CARE FACILITY



LHI
RETIREMENT
SERVICES

