

TO: RCH Residents, Family Members. ILU Residents and Staff

FROM: CEO – Tim Chia

DATE: 6 January 2022

Happy New Year and COVID Update

Dear LHI residents, staff and families

I hope you have all enjoyed a safe and happy holiday period with your loved ones. These are challenging and unprecedented times, and the journey to 'living with COVID' has been bumpier than many had anticipated. We must however give thanks for any opportunities that we have to spend quality time with our families and friends.

As some would be aware, our team has had a busy time working across the Christmas and New Year's break. With a small number of staff, and one of our Glynde RCH residents testing positive for COVID, many of our team have not had a break since the end of last year; so we share a thought for them.

Thankfully, the resident who has tested positive is in good spirits and is presenting as asymptomatic. Glynde RCH Management remain in contact with the resident's family to ensure that they are updated as to their condition and wellbeing.

We are also managing a situation with one of our Home Care staff having tested positive; affected residents/clients are being communicated with directly and supported through any testing and/or quarantining requirements.

LHI continues to work closely and in collaboration with SA Health, the Public Health Unit and the Commonwealth to ensure that the situation is managed not only in accordance with our COVID Management Plan, but also in line with the expectations and guidelines of the authorities. The feedback to date has indicated that all expectations continue to be met and that our staff are doing an excellent job given the difficulty of the circumstances.

We continue to maintain a 72 hour testing regime at the Glynde RCH, with staff and residents being regularly monitored for symptoms. All staff are utilising full PPE (including the wearing of N95 masks) and the site remains in lockdown to minimise risk to both RCH residents and the others in our local LHI community.

In addition to this, our Executive Team continues to meet on a daily basis to ensure that the Glynde RCH, Yasmine, and her team, are fully supported as they continue to provide care to our residents.

On behalf of the Board and I, thank you to our incredible staff for the dedication that they have shown (particularly) in the past fortnight; it has been a true demonstration of their commitment to our residents. Unfortunately, due to the lockdown restrictions, I have been unable to visit staff onsite, but I am working with Yasmine Ruysen (GM Glynde RCH) to ensure that staff efforts are recognised and that any impact on planned leave arrangements over the holiday period are managed appropriately. I have also scheduled a site visit to catch up with staff and residents as soon as I am able to.

I also acknowledge our residents and families for their patience and understanding, as we do our best to navigate the new environment in which we operate. If you have any concerns or queries, please do not hesitate to contact your respective sites.

Further updates will be provided in due course. Please be safe.

Tim Chia
Chief Executive Officer