

TO: RCH RESIDENTS AND FAMILY MEMBERS

FROM: CEO – Graham Reed

DATE: 2nd April 2020

Despite some promising news from Health Authorities that the curve is beginning to flatten both here and in some overseas countries, the message remains very clear that the restrictions imposed on Australian citizens are likely to get tighter to limit the spread of the virus.

This week we received a directive from SA Health that impacts on all residents living in residential care homes within SA. The wording in the directive is very clear:

*“A resident of a residential aged care facility who leaves the premises of the residential aged care facility for any reason not related to medical or dental treatment of the resident after this direction commences operation is **prohibited from re-entering those premises.**”*

Unfortunately, this directive now means that the only outdoor spaces that residents living in our Glynde and Hope Valley residential care homes can access are the secure external garden areas and all internal courtyards. It means, for example, that residents cannot leave the premises to walk around the block or take their gophers around the block. The law is very clear, if you leave the premises you will not be allowed back in.

Please understand that this directive has been issued under Section 5 of the Emergency Management Act 2004 and it is an offence to breach this directive. The directive comes from the State Government, not LHI, but we must administer it.

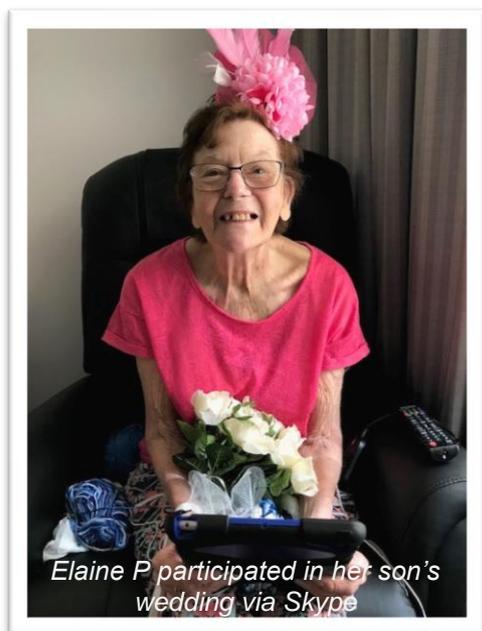
I also need to advise you that the LHI Pandemic Response Team (PRT) met yesterday and decided to restrict the items that can be delivered to residents living in the residential care homes to letters, greeting cards, flowers and any new items of clothing. Regrettably, this means family members won't be able to pick up and deliver laundry items to residents and won't be able to drop off Easter eggs, chocolates etc.

As indicated previously, all restrictions imposed on residents and family members have one simple objective; to do everything we can to keep the virus out of our residential care homes and keep you safe from this fatal illness.

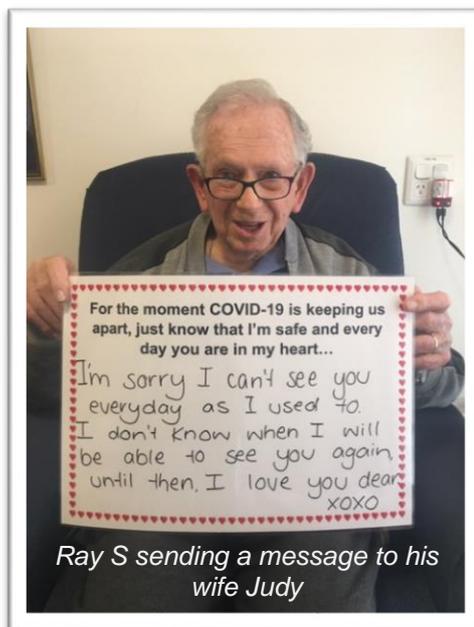
None of us know how long these restrictions will need to be in place. We also don't know if further restrictions will be imposed for your safety. We continue to follow the daily advice of our national and state health authorities.

In more positive news, it was great to see some of the initiatives our lifestyle staff are putting in place to assist residents maintain contact with their loved ones. We have dedicated iPads available for residents to access at both homes and our lifestyle staff continue to assist residents and families to connect, mainly using Skype at this stage.

Our Hope Valley lifestyle staff have shared a couple of photos of residents* connecting with families using greeting messages and Skype set up on iPads.



Elaine P participated in her son's wedding via Skype



Ray S sending a message to his wife Judy

In other news from this week, the LHI Chaplains and I participated in a live broadcast to residents in our residential care homes using our local in-house television link. The session at Hope Valley was recorded so if any resident missed the broadcast, a replay of the presentation can be arranged.

I am very aware one of the challenges for residents living in residential care is social isolation from family and friends who would normally be dropping by and spending time together. This is especially hard for those residents living in our retirement village who have their spouse living in the residential care home. Please continue to engage with members of our lifestyle team to find ways to stay socially connected while maintaining social distancing.

One of the other challenges that we are experiencing is the heightened level of anxiety that is being felt across our community. This is understandable; given the intense media coverage of the impact COVID-19 is having across the world. To assist individuals to differentiate between COVID-19, the common cold and the flu, the World Health Organisation has issued a symptom checker table comparing the symptoms likely to be experienced by people with coronavirus. The attached chart has been posted to staff notice boards within our residential care homes to assist staff to differentiate between the coronavirus, a cold and the flu.

Another useful resource that residents and family members may like to refer to is the Australian Government Coronavirus app that can be downloaded from the app store / play store to an iPhone or android device. The app provides a simple to use, symptom checker feature.

Please everyone, watch out for each other and be assured that our whole team at LHI is focused on keeping everyone safe and connected as much as possible in these difficult times.

Graham Reed

** Residents have given permission to use their images*

COVID-19: IDENTIFYING THE SYMPTOMS

SYMPTOMS	COVID-19	COLD	FLU
	Symptoms range from mild to severe	Gradual onset of symptoms	Abrupt onset of symptoms
Fever 	Common	Rare	Common
Cough 	Common	Common	Common
Sore Throat 	Sometimes	Common	Common
Shortness of Breath 	Sometimes	No	No
Fatigue 	Sometimes	Sometimes	Common
Aches & Pains 	Sometimes	No	Common
Headaches 	Sometimes	Common	Common
Runny or Stuffy Nose 	Sometimes	Common	Sometimes
Diarrhea 	Rare	No	Sometimes, especially for children
Sneezing 	No	Common	No

Adapted from material produced by WHO, Centers for Disease Control and Prevention.



TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

For more information about **Coronavirus (COVID-19)** visit [health.gov.au](https://www.health.gov.au)



Australian Government