

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.

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 **Edward Street entrance** where they will be greeted by a staff member and requested to confirm on arrival that they:

- have not returned from overseas in the past two weeks
- do not have a fever or a cough
- will practice social distancing, cough etiquette, and routine hand sanitizing when visiting the home
- they will have their temperature taken as a precaution

Please refer to the attached map that shows the location of the Edward Street entrance. Please note that from Wednesday 18th March, the entrance opposite the church will be disabled. The Avenue Road entrance to the home can only be used by ILU community residents to access the Kafe, hairdressing services and banking. However, on Saturdays and Sundays the Kafe will be accessed via the side door where they will be greeted by a staff member. 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 Sunday 10.00am to 2.00pm

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 [Anne Lovat](mailto:alovat@lhi.org.au) at alovat@lhi.org.au

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 Mary Walsh Hall and/or other areas have been cancelled during this period. To mitigate the impact of cancellations of activities such as these, our lifestyle team will be coordinating smaller localized activities within each unit. We will also be showing recorded church services via the in-house channel. At this stage, we will be continuing communal dining in dining rooms.

Glynde Independent Living Unit residents will continue to be able to access the banking service, Doctors' rooms, Kafe Schulze, corner shop and banking service however, we have cancelled the gym service and podiatry until further notice. ILU residents may contact Reception to make an appointment for Podiatry to visit their home. Regarding Kafe Schulze please note opening times are restricted from 10.00am – 2.00pm Monday to Sunday. We do ask that village residents avoid visiting the home where possible. Please ring Reception on 8337 4488 for further advice/information should you be unsure of whether you need to make the visit to the home or not.

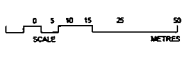
As Graham highlighted in the media release, these are challenging times. It is a reality that COVID-19 represents a very real threat to the health and safety of the whole LHI community. Please keep up to date via the links provided in the Media release and via the “what’s happening” tab within the “About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

Quality & Education Coordinator, Linda Lin, Actg. Care Manager Samantha Macbeth and I are contactable for any further queries or concerns. Please contact us on 8337 4488 or via email llin@lhi.org.au smacbeth@lhi.org.au or yruyssen@lhi.org.au

Kind regards,

Yasmine Ruysen
General Manager Residential Care – Glynde



GLYNDE SITE PLAN



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