



MEDIA RELEASE – COVID-19

Further Restrictions

TO: LHI RESIDENTS AND RCH FAMILY MEMBERS

FROM: CEO – Graham Reed

DATE: 24th March 2020

As the situation with the spread of the COVID-19 virus continues to escalate, we have made the difficult decision to lock down our Glynde and Hope Valley residential care homes. This effectively means that from 9 am tomorrow we are:

- stopping all visitors to our residential care homes, including family and friends;
- postponing visits from non-essential external service providers;
- introducing temperature screening for Agency staff and external service providers including GPs.

Essential visits, such as those from general practitioners and dentists, will continue at this stage where a telehealth consultation is not appropriate.

Please understand that the decision to put these access controls in place was not made lightly. However, based on the best advice available we believe that the safest option for all residents is to take every step to prevent the entry of the virus into the residents' home.

Importantly, there are currently no residents or staff members with any symptoms of COVID-19 and our whole focus will be keeping it that way through the precautions we are putting in place.

Whilst the visitation restrictions will apply across the board, we accept that there will be some exceptional circumstances, such as end-of-life care, where we will support families to visit. These arrangements will need to be discussed directly with Yasmine Ruysen or Megan Britt; their contact details are listed below.

We are acutely aware that these new access restrictions will have a significant impact on residents and their loved ones. Our commitment is to work with every resident and family to establish alternative ways for residents, family members and friends to communicate via tablet devices, mobile phones and email. Please email our lifestyle coordinators Taryn Hawke and Anne Lovat about this option and they will liaise with our IT team to work out the best way to make this happen.

We appreciate that this is a concerning time for our community, particularly for those with elderly loved ones, and we will keep you informed over the coming weeks with weekly updates (or sooner if we need to) as we navigate this new and rapidly changing environment together.

We are conscious that there will be questions that arise from this notification. A number of anticipated questions and responses follows:

Q: Will RCH residents still be able to access garden areas and go outside?

A: Yes they can go outside - however that will in part depend on their assessed capacity to maintain social distancing from anyone they encounter whilst outside the building.

Q: Can RCH residents attend funerals and other gatherings/including family events in the wider community?

A: No this will not be possible given the heightened risk of a resident coming in contact with an individual who may even unwittingly transmit the virus. We will assist in making alternative arrangements for RCH residents to live stream funerals and any other family events

Q: How will family members (or representatives) be kept informed of the health and well-being of their loved one living in the RCH?

A: Of course, we will make contact immediately with the designated family contact if any resident becomes unwell. After hours, family members can continue to contact the Registered Nurse or other designated staff member on duty. Our Lifestyle Team Leaders will be another point of contact for families wanting to enquire about a resident's well-being (contact details listed below).

Q: Will residents living in the Independent Living Units still be able to access the Kafé, Coffee Shop, banking services, and the RCH hairdresser?

A: No – we will make alternative arrangements for ILU residents to access these services in an alternative location – not in the RCH. This will be covered in a separate advice to be issued to ILU residents later today or tomorrow.

Q: Who do I speak to if I have any concerns or other questions arising from these new arrangements?

A: Please contact any of the staff listed below:

Glynde:

- Yasmine Ruysen (General Manager Residential Care Glynde) - email admin@lhi.org.au or phone 8337 0488
- Clinical Care - Linda Lin – lilin@lhi.org.au or phone 8337 0488
- Lifestyle – gresmail@lhi.org.au or phone 8337 0488
- RN on duty after hours - phone 8337 0488 and follow the prompts.

Hope Valley:

- Megan Britt (General Manager Residential Care Hope Valley) email admin@lhi.org.au or phone 8265 8000.
- Clinical Care – Kamal Kavina - kkavina@lhi.org.au or phone 8265 8000
- Lifestyle – hvresmail@lhi.org.au or phone 8265 8000
- RN on duty after hours - phone 8265 8000 and follow the prompts.

I can also be contacted via email at admin@lhi.org.au or phone 8337 0488.

Graham Reed