



MEDIA RELEASE

COVID-19 Bulletin 26

Cook Fresh meal services

TO: RCH Residents and Family Members

FROM: Graham Reed

DATE: 11 December 2020

COVID-19 restriction changes

Effective from **Monday 14 December 2020**, the Emergency Management (Residential Aged Care Facilities No 16) (COVID-19) Direction 2020 will be revoked and replaced by the Emergency Management (Residential Aged Care Facilities No 17) (COVID-19) Direction 2020.

Direction 17 includes the following information in regard to RCH visitor restrictions:

- There are no restrictions on the number of care and support visits a resident may receive
- All visitors will continue to be screened upon entry to the RCH and must provide their name, contact phone number, date and time of visit and departure, and resident/area of the RCH visited
- All visitors (except children under 12 years) must wear a face mask at all times (unless eating or drinking). **Masks will not be required to be worn on or after 23 December 2020**
- Visits must continue to occur in the resident's room not in the communal areas inside the RCH.

Cook Fresh launch

We are pleased to announce that we are on track to launch the Cook Fresh meal services starting **next Monday December 14**.

Cook Fresh is one of *LHI - One Community Our Future* projects designed to improve the dining experience for residents by offering greater choice, more flexible dining times and better quality freshly cooked food.

I visited the newly fitted out Hope Valley kitchen earlier in the week and spoke to a few residents in the Barossa South dining room and most were cautiously optimistic about the changes. Some residents however were wary about the prospect of changes to their normal routines.

I understand with change that in spite of the very best planning, not everything will go exactly as planned on Monday. At Hope Valley we have not finished the planned upgrades to the serveries so we will have to make do with portable Bain Maries.

Please bear with us as we introduce the changes as staff will also be adjusting to new routines and expectations.

Please provide your feedback and any suggestions for improvement that you see could be made.

Enjoy.

Graham Reed

CEO