



16 March 2020

Dear Friends

As you are aware there is local transmission of Coronavirus Disease 2019 (COVID-19) in the community. COVID-19 primarily causes respiratory illness in humans, and while all types of respiratory viruses can cause sickness in the elderly, COVID-19 is a particularly contagious infection that can cause severe illness and death for vulnerable people.

**COVID-19 Pandemic:** COVID-19 has caused outbreaks of illness in the Australian community, and local transmission has occurred in some communities. Elders and elders residing in residential aged care & retirement facilities are particularly susceptible to COVID-19 outbreaks. Even when we actively try to prevent outbreaks occurring, many factors may lead to elders or staff contracting the COVID-19 and outbreaks in residential aged care and retirement facilities. Families play an important role in protecting their relatives from community viruses. Practical steps you can take to prevent COVID-19 from entering James Milson Village are outlined below.

**Avoid spreading illnesses:** Washing your hands well with liquid soap and water or alcohol-based hand rub before and after visiting and after coughing or sneezing will help reduce the spread of disease. Cover your mouth with a tissue or your elbow (not your bare hand) when coughing or sneezing and dispose of used tissues immediately and wash your hands.

**Follow any restrictions JMV has put in place:** We will post signs at all entrances to inform you if an outbreak is occurring so look out for these warning signs when entering JMV.

It is important to **follow the infection control guidelines** as directed by our staff. This may include wearing a disposable face mask and/or other protective equipment (gloves, gowns) as instructed. We have cancelled all external group activities and have asked our external activity facilitators not to visit at present.

**Stay away if you're unwell:** If you have recently been unwell, been in contact with someone who is unwell or you have symptoms of respiratory illness (e.g. fever, cough, shortness of breath, sore throat, muscle and joint pain, or tiredness/exhaustion) please do not visit the facility until your symptoms have resolved. If you have been in contact with a confirmed case of COVID-19 you must stay away until you are released from self-isolation.

**Limit your visit:** If there is an outbreak at JMV, we ask that you only visit the person you have come to see and keep children away if they or your elder family member is unwell. Avoid spending time in communal areas of the facility if possible to reduce the risk of spreading infection.

These measures will greatly assist us to protect the health of all our elders, staff and family in the event of a COVID-19 outbreak.

Over the past few weeks we have taken a range of precautionary measures within James Milson Village including:

- **Cleaning Schedules:** we have Commenced a schedule of increased cleaning and sanitisation across the Village
- **Activity Program:** we have Cancelled all externally provided activities such as bus trips, art therapy, entertainment etc.
- **Self Isolation:** Staff are self-isolating if they have travelled overseas recently or have visiting family staying with them
- **Temperature Checks:** From Monday 16 March 2020 we will introduce temperature checks on entry. All staff & visitors to the village will have to take their temperature and register that prior to entry. People with a temperature over 37.5 will not be permitted access.
- **Air Conditioning Units:** all our AC units have been serviced and sanitised and we are installing UV units to AC units that have the capacity to destroy air borne pathogen
- **Education & Training:** Staff have undertaken an update to their training to prepare them to respond quickly to any emerging situation should it occur and to best ensure the health and safety of everyone involved

This is a changing situation and we will continue to keep you updated with information and any changes to our operational requirements. Thank you for your assistance in adhering to these steps as outlined.

Should you require further information regarding COVID-19, please refer to the Commonwealth Department of Health website:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Yours sincerely,



Jennifer Stuart Smith  
CEO