



3<sup>rd</sup> April, 2020

Dear Residents, Families and Friends

### **COVID-19 UPDATE**

Thank you for the continued cooperation, understanding and support that is being provided to us during this time; I understand that this is a difficult time for you all and I also note that many of you are accessing our alternate methods of communication and visiting please continue and if you need assistance with technology please reach out and we can assist you with this.

We have added additional hours to our roster to enable increased social supports; to assist our elders with our ICT communications and to provide the additional cleaning and housekeeping requirements of maintaining the sanitising requirements of our homes. Our overall aim is to maintain a safe haven for our JMV people.

We continue to place care and services first and foremost, cutting corners, supporting and/or hiding poor practice outcomes is certainly not who we are, and the care and wellbeing of our people is paramount. I was dismayed to watch the very negative report on the ABC 7:30 report this week; the report dwells on the Aged Care Quality and Safety's Commission decision to move to a process of telephone monitoring during this time.

We have had contact with the Commission both through telephone contact and through the completion of a desk audit which requires us to provide details of how we are managing the risk to our elders at this time; the processes we have in place and what communications we are undertaking to support all our stakeholders.

Hidden within the story line is a statement that families also are supporting the actions taken by Aged Care Providers and are supportive of our measures taken to support and protect their family members.

The slight downturn in positive cases in NSW are beginning to support the measures introduced by our government and the sincerity of the majority of NSW people in committing to Social Distancing; staying Home unless going to work; attending to shopping or chemist or medical appointments and exercising.

The restrictions are in place for 90days at present and my hope is that this will result in the control of COVID-19.

We are working closely with our staff to provide for their wellbeing also; without them we are not able to provide the excellent care and services that we strive to do every day. Our latest endeavours include:

- **Support them with transport;** ideally, we want them to get to and from work safely and where possible without having to access public transport. Safe and correct Car Pooling and Go Get vehicles are planned for this purpose. We will provide support for tolls and petrol.
- **PPE;** we have sourced a supply of hand sanitiser and masks and will provide staff with a personal stock for them
- **Consumables;** with toilet paper being the new currency we have sourced through our suppliers a stock of toilet paper that will be provided to staff.
- **Influenza Vaccine Clinics;** all staff are offered this and with the requirement of 100% immunisation by 1 May 2020 we are sure that we will achieve this.
- **As a result of Dept of Health directives regarding at risk staff several of our staff have been placed on leave or are working from home;** staff who work across multiple employments are also on leave. They will be welcomed back when we exit this time.

**Activities:** Our lifestyle team is becoming quite creative with social activities and the value of the internet in streaming activities; I personally joined in music bingo – a game of playing a song; guessing the names and artist etc.

**Easter:** Easter is approaching and our staff are busy planning for this event; our elders will not miss out; we have hot cross buns and eggs ordered; services will be streamed in all areas and in their rooms and we hope that you all share your celebrations with through our electronic communications.

**ANZAC Day:** We are planning for this and will keep you across what we will be doing in this space.

**Daily exercises** for Retirement Living: we are offering 2 sessions each day and look forward to seeing you all on your balcony to join in.

**Shopping Bags:** our shopping program is going well with many RLA people seeking our assistance and placing orders.

**The JMV COVID-19 Playlist:** to add a little fun into our world we are asking all our people to nominate their favourite song or piece of music to be added to our playlist; once received we will put the playlist together and have it available for everyone.

**Research and Development:** It is pleasing to see that our many skilled and talented scientists in Australia are taking up the challenge to develop both tests and treatments for COVID-19; the Aust. Government is certainly playing its part here with a \$13million grant to support this.

Finally, please be assured that we are doing ok here in JMV, we are here to ensure that our people remain at the centre of all that we do and excellence in care and services remain paramount.

My heartfelt thanks go to you and everyone involved; we remain determined to get through this time with humour, sincere and caring work ethic and with the goal of protecting our valuable cargo from COVID-19.

Until next time; take care we are thinking of you all

*Jennifer*