



22nd April, 2020

Dear Families and Friend,

COVID-19 UPDATE

As I write this update, I am sure you are aware that another Aged Care Home has been impacted by COVID-19 and elders living there are unwell as a result. This is indeed sad and confronting for all involved in the aged and retirement sector. I have in prior updates provided information about what we are doing to protect your family and friends at James Milson Village, but I think it important that I repeat that information and other protective strategies we continue to implement as a means of providing reassurance:

- All people entering James Milson Village have their temperature tested, recorded and if above 37.5 excluded for our homes and asked to seek medical interventions
- All elders accessing community for permitted travel (medical appointment; acute care) from Carabella House or Elamang House are reviewed on return to the home and quarantined for 7 days
- Staff who have other employment outside of James Milson Village are on leave from James Milson Village
- The importance of Staff to monitor their health and to stay home and seek medical advice if unwell is articulated to them daily including a commitment of us meeting their continued employment and pay; staff who have returned from overseas or have family returning from overseas have been required to self-isolate x 14 days and we have provided staff with PPE (hand sanitiser and masks) for their personal use
- We have introduced increased cleaning and sanitisation processes throughout the Village; all touch points are sanitised 5 times per day and key external areas are pressure cleaned weekly
- We have sourced alternate suppliers to ensure we have a reliable supply chain and sufficient supplies of Personal Protective Equipment (PPE)
- We have implemented a process of all staff changing clothing and shoes on commencement and completion of their shifts – all staff are wearing scrubs
- We have implemented a process to support staff to travel to and from work through ride sharing arrangements
- We are supporting people living in the retirement village apartments through providing a shopping service (we have accessed our suppliers) and we provide basic grocery, meats, fruit and vegetables and personal care items
- We are in the process of ensuring all elders and staff receive the influenza vaccination
- Our doctors remain available either through visits to the site or via Tele-Health facilities
- We have closed James Milson Village to visitors except in exceptional circumstances

- Staff who are identified as vulnerable have been placed on leave as per Department guidelines.
- Our staff feel quite vulnerable and fearful of bringing COVID-19 to James Milson Village; we are commencing testing of all staff for COVID-19 as a means of providing everyone with comfort that we are COVID-19 free.
- Finally, we will continue to monitor Health Department directions implement any strategy as recommended by the Health Department as required.



Preparing Grocery Bags for Retirement Living Residents

As stated previously our determination is to maintain a safe haven for our elders and to protect staff and other stakeholders.

Your understanding and acceptance of the strategies implemented stand as a significant pillar to their success and although a simple thank you appears lame, it comes from the collective of 124 elders living in Carabella and Elamang House; 93 people living in Carabella Tower and Camaraigal House and 162 staff. We do appreciate your commitment to support what we are doing at present.

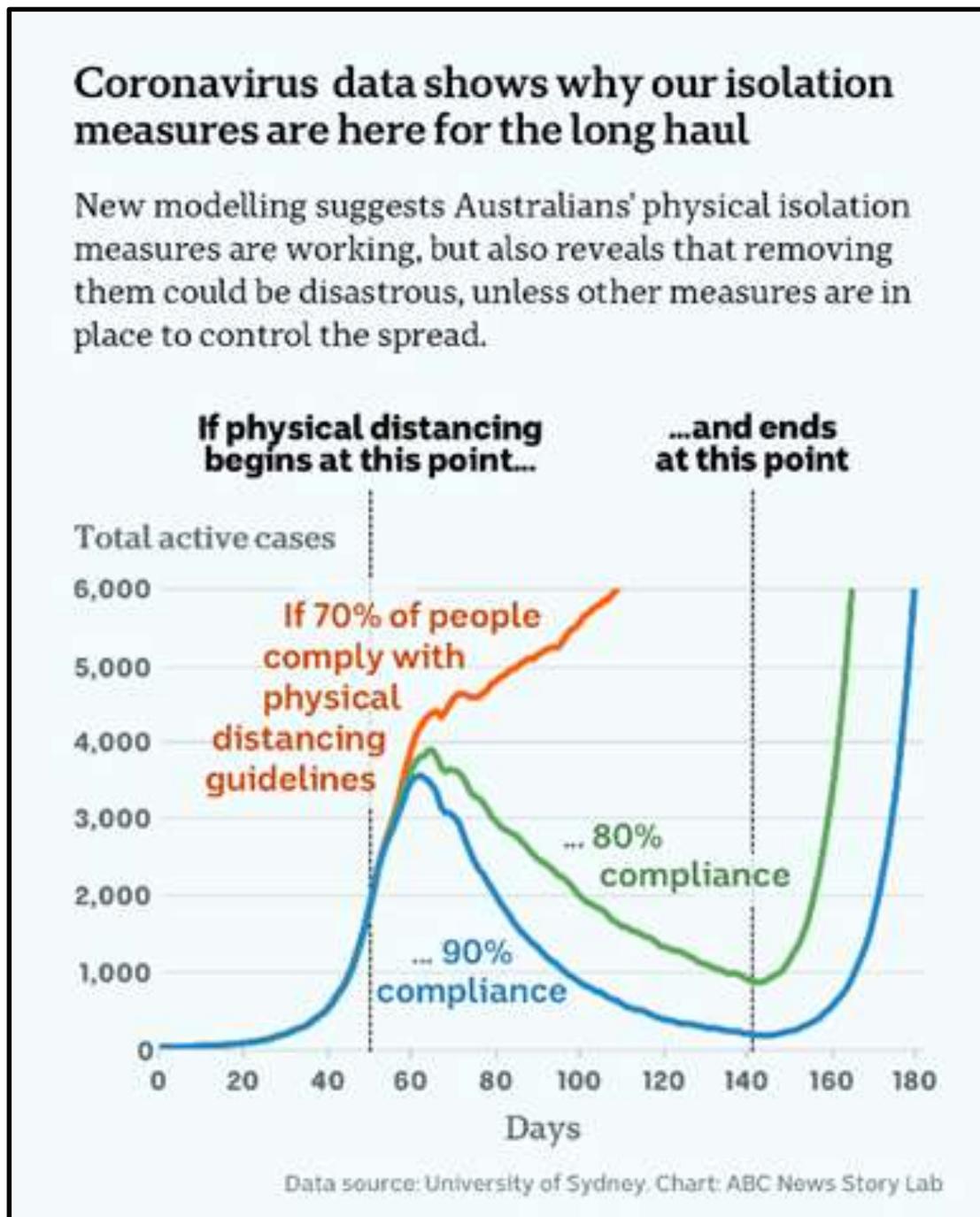
The Bigger Picture: Our governments continue to provide daily updates as to the need for us to continue with our current community approach of:

- Physical Distancing
- Staying Home unless
 - going to work
 - going to medical appointments
 - shopping for essentials
 - exercising

- Maintaining good basic hygiene and infection control practices:
 - Wash hands
 - Cough/sneeze into elbow or tissue (dispose of tissues immediately)
 - Do not touch face and
 - Seek medical attention if experiencing raised temperature, sore throat, cough, runny nose.

This approach is certainly working; Australia has achieved 7 days of less than 1% increase in positive cases.

This graphic depicts the rationale for and success of Physical Distancing and Isolation.



I expect that the current physical distancing restrictions on our lives will continue for quite some time and I believe that it is for the best.

You would also have heard of the App that our government will launch shortly; this App will provide those health professionals working across COVID-19 greater and more expedient data to track possible spread pathways and in doing this expedite contacts; treatments; isolation and cessation of further spread/contacts.

LIFE GOES ON AT JAMES MILSON VILLAGE

Many of you are maintaining communications and accessing updates via our many IT systems that are activated; while we acknowledge there is room for improvement, we are getting much better at photographing and recording activities as they occur so we can share these with you.

Determined to continue with our usual events we are busy getting ready for Anzac Day. Making Poppies and wreaths are one such activity.

We are planning to light a strip of candles along the driveway and surrounding the flagpole at dawn, screen the virtual ANZAC service and have the obligatory Anzac biscuits for morning tea.



Making Paper Poppy Wreaths

Exercise Group continues for both Elamang and Carabella House and with the assistance of our Physiotherapy Team, Max, and Lyn we are managing exercise groups on the Level 4 Terrace and in the Car Park for our Camaraigal House and Carabella Tower Retirement Living Residents.



Exercise at Carabella House; there are times when the rules of physical distancing are tested but we get there



Finally, while our Village is not the same without you and we miss you all we are at all times doing everything we can to maintain the best care and services possible for your special person and we remain determined to maintain the safe haven we have established.

From all of us here at James Milson Village please stay safe and look after yourselves

Kind regards

Jennifer