



3rd August, 2020

Dear Residents, Family and Friends,

COVID-19 UPDATE

Disappointingly, I find myself having to write to you once again, to inform of the decision that James Milson Village has made in line with the current spread of COVID-19 within Sydney. I have decided to close Carabella House and Elamang House to in home visitors, from Tuesday 4 August 2020.

Continuing to keep you connected with your loved ones during this time is among our highest priorities, so we provide Window of Opportunity visits Monday to Saturday, as well as continuing to offer video, skype, face time and telephone call opportunities. Please know all window visits and calls are by appointment.

If you feel visiting your loved one is critical to their health and wellbeing, please contact us. We will work through a process with you, including conducting a risk assessment to enable visits to occur. As previously advised, we will treat end of life care with the utmost sensitivity, respect and compassion these difficult circumstances deserve, and visits will be organised accordingly.

The reintroduction of restrictions we hope will be short lived and we will review the situation daily and provide you with updates accordingly. The spread of COVID-19 in Sydney especially the community spread that cannot immediately be traced or readily explained; the escalating number of Hot Spots in the community and the risk this brings to all our people, I believe requires this decisive action, an action that sits heavily on my heart but a decision that provides us with that little more confidence in maintaining a safe haven at JMV.

Over the past week and weekend, we needed to turn visitors away due to reasons of them living, working, or visiting known COVID-19 Hot Spots; this is a time of heightened risk for us and while this decision may appear harsh it is one taken from genuine care for all our people.

WINDOW OF OPPORTUNITY VISITS (Monday to Friday 10am to 11:30am and 2pm to 3:30pm and Saturday 2pm to 3:30pm)

- All visits are strictly by appointment, walk-ups cannot be accommodated. Bookings can be made with the Administration
- There is a limit of one visit per day for a maximum duration of 30 minutes per visit (subject to availability)

- A maximum of two guests per visit allowing for physical distancing measures. If physical distancing is not being adhered to, unfortunately visits will be cut short
- Visits are for your immediate family member only
- All Window of Opportunity visits will take place at the front door only of each home.

GOODS DROP OFF

Dropping off and collection of goods such as birthday presents, mail, items of surprise such as boxes of chocolates, books, laundry, and new items of clothing:

- Items can be delivered to the homes Monday to Saturday, between the hours of 10am to 3pm (items left outside of these times are not guaranteed to make it to the resident in a timely manner or to be safely collected). All deliveries are subject to infection control processes
- All items are to be clearly labelled with your loved ones first and last name, it is recommended you also write your name on the label as the sender
- Items are placed in the designated collection trolley at the main entrance – there is no need to call reception, items will be cleared regularly throughout the day
- Perishable items such as cooked food, fruit or dairy products unfortunately cannot be accepted (boxed items such as lollies, chocolates and biscuits are acceptable).

Please be assured residents continue to receive highly nutritional, well-balanced and delicious meals.

WEARING OF MASKS

The Premier outlined yesterday new recommendations for the wearing of masks; the recommendations include:

- If you are in an enclosed space and you cannot guarantee social distancing; public transport and shopping
- Staff in customer facing roles, such as retail and hospitality;
- If you are attending places of worship and
- If you live in areas of high level of community transmission or known COVID-19 hotspots.

The Premier was clear that NSW was a tipping point stating "The next few weeks will make or break us; in terms of the way we get through this pandemic". Wearing a mask is not always pleasant but please try and take up this advice. It is these measures combined with staying home if unwell; getting tested and always maintaining social distancing that are our defence against COVID-19.

Vaccine Trials; I have provided updates as to the progress of vaccine development and trials



over the past weeks and I am pleased to report that yesterday 2 August 2020 the Adelaide based company Vaxine has shown positive results during the Phase one human trials; the vaccine has been shown to be safe and to induce antibodies that attack the coronavirus that caused COVID-19.

KEY POINTS TO NOTE

- A potential COVID-19 vaccine developed in Adelaide has been shown to be safe and to induce antibodies
- The next stage of trials will include elderly patients in aged care homes; Victorian aged care homes have been the site of multiple devastating outbreaks and the vaccine will be offered across homes in Victoria in the first instance.

I am unsure as to when the trials will commence however, I will keep you posted with updates.

CONTACT PROCESSES

CALLS, FACETIME, ZOOM AND SKYPE

- If your person requires assistance with this technology, you need to book your phone or video call with **reception (02 9346 1520)**. Bookings can be made Monday to Friday 9am to 4:30pm and Weekends 10am to 3pm. Our reception staff are managing the diary for the home while our other care and lifestyle staff are managing the allocation of all equipment and any assistance required for elders to connect with you.
- Calls are for a maximum of 15-minutes
- When booking, we request that you are flexible with the timeframe for your allocated chat time, you have installed the application on your device and are familiar with the technology, have provided the correct phone number, and/or connection ID so we can reach you
- We will strive to achieve equitable access for all. We also ask that you be understanding if a call or connection is a few minutes late, sometimes the resident is otherwise engaged at the booked time and we need to assist with getting them set for the connection.

PCS GATEWAY

If you have not already done so please consider accessing the gateway. The Relatives Gateway enables both residents and their chosen families to stay informed about their care.

- The Gateway gives you access from anywhere, at any time, to your loved one's information.
- The Gateway keeps you informed, involved and actively engaged in their care, and support, without having to be there.

Our staff try to update the gateway not only with care outcomes but with photos and details of activities to keep you informed. If you are new to JMV or yet to start this process, please contact us and we can get you "hooked up".

We know these times and placing a loved one into care is not an easy decision and hope this gateway gives you further peace of mind that their needs are being met, and you have access to relevant information as you need it.

Please be assured residents are not being confined to their rooms. We have looked at how we can enact the strongest preventative infection control approach, and this means we are ensuring social distancing is exercised as a matter of priority where possible, but residents are free to go about their daily routine within the home.

To assist in answering your queries, and to enable those at the homes to concentrate on the wellbeing of all the residents, we have set up a dedicated phone line and e-mail:

Phone: 02 9346 1520

Email: COVID-19@jamesmilsonvillage.com.au

As with all previous decisions in relation to closing our homes, this one was not easy for me to make. Like all of you, I was hoping to get back to some greater normality this month. Our homes are more enriched with family interaction and your presence.

It is my hope that by adhering to the restrictions set by our public health experts (social distancing, staying home and getting tested when unwell, limiting community access to work, appointments and exercise and wearing a mask when unable to maintain social distancing), we see a lessening of community transmission and we can welcome you into the homes again soon.

Once again, your patience and understanding is greatly appreciated. Please take care and stay safe.

Jennifer