



15th July, 2021

Dear Residents and Families,

IMPORTANT NOTICE TO ALL RESIDENTIAL CARE RESIDENTS AND THEIR FAMILIES

There is currently 785 locally acquired, active cases of COVID-19 in NSW with 40 more cases acquired from overseas with residents returning to Australia. It is these numbers that has forced the NSW Government to make the tough decision to extend the lockdown.

The lockdown will now continue until Midnight Friday 30th July 2021.

The following points need to be considered during this lockdown period.

- James Milson Village **WILL NOT BE PROVIDING ACCESS FOR VISITORS** unless there is deterioration in your loved one's condition or an end-of-life situation. We will plan for visits on a case-by-case basis. Please contact us to discuss further.
- Access for essential services (dept. health practitioners, ambulance, doctors, allied health) will continue as usual.
- Residential Care Residents will only be permitted to leave the village for emergency and specialist appointments (that cannot be rescheduled). Residents will be asked to have a COVID test upon returning to the village and be isolated until the results are known.

- Other ways to visit: Please take advantage of our technology that is available to you and log onto the PCS gateway to get updates or we have devices available for our elders to use Zoom or skype for connections with you. Our staff will assist with this; please call to organise a catch up.
- Contractors **WILL NOT BE PERMITTED ON SITE** other than for emergency repairs. The sprinkler works in Carabella Tower (North Sydney) are now on hold. We will not be recommencing this project for at least ONE WEEK post lockdown being opened up.

Aged Care Commission Recommendation

The Aged Care Commission has recommended that all Aged Care Residents be monitored for COVID-19 symptoms on a daily basis. This is something that JMV has been doing throughout the pandemic, however moving forward as part of the COVID-19 Daily Risk Assessment Screening, we will be including a daily temperature check (as per the Commissions recommendations).

Staff COVID Testing & Monitoring Requirements

Across both JMV North Sydney and Woolwich, we have five staff members who live in the Fairfield LGA. These staff are all COVID testing every 72 hours as per the NSW Government requirement.

All staff are required to check into the villages at the beginning of each shift by using the Service NSW QR Code, sign the declaration as to whether they have visited or live in any hotspot and have their temperature taken. ALL STAFF continue to wear a mask whilst on site.

Support Team

Should you have any questions or concerns, please reach out to us; the care team, leadership team and indeed all of our many staff are available to assist you.

Contact details are as follows:

Ben Van Lierop (CEO)

ceo@jamesmilsonvillage.com.au

9346 1505 or 0419 262 420

Lyn Quilty (Relationships & Marketing Mgr) rmm@jamesmilsonvillage.com.au

9346 1501 or 0410 638 719

Linda Matthews (CCGO)

linda.matthews@jamesmilsonvillage.com.au
9346 1512 or 0412 353 271

Rakshya Sharma (Clinical Manager)

cm@jamesmilsonvillage.com.au
9346 1538 or 0421 553 642

Retirement Living

Retirement Living Residents are bound by the NSW Government lockdown (stay at home) restrictions. You are asked to remain within your apartments for the duration of the lockdown order.

You are allowed to go out for the following reasons:

- Food Shopping
- Medical Appointments
- Outdoor Exercise
- Essential Work or Education

Socialising isn't a reasonable excuse to have visitors or leave home, this includes residents within the building you reside in.

We ask that Retirement Living Residents stay out of Residential Care areas. Should you need assistance at any time, please phone reception and we will arrange for staff to come to you.

The following is an extract from the NSW Government Website about visitation to a private home during the lockdown. This information is for Retirement Living Residents only.

Visitors to a Residence in Greater Sydney

Generally, visiting another person is not a reasonable excuse to leave your home.

You must not allow a person to visit your home, except if it is

- for work
- for childcare
- to give effect to arrangements between parents and children under 18 or their siblings
- to assist a person to move places of residence
- to avoid an injury or serious risk of harm
- because of an emergency
- to view or inspect property to lease or purchase it

Socialising isn't a reasonable excuse to have visitors or leave home.

Caring and Compassionate Visits

You are allowed to visit a home, and have a person visit your home for the purposes of caring, providing care to vulnerable persons or for compassionate reasons, including where 2 people are in a relationship but do not live together.

Only 1 person may visit a place of residence to fulfil carers' responsibilities, provide care or assistance to vulnerable persons, and for compassionate reasons at any one time. You may bring a dependent child with you, if they need supervision and childcare arrangements are not reasonably available.

Thank you for your Support and Patience

Again, and as always, we thank you for your cooperation and support of these changes and all restrictions to date; our intention is to provide a safe haven for our residents.

Together, we can help keep the people we love and care for, healthy and well. Stay home and stay safe.

Kind regards,

A handwritten signature in black ink, appearing to read 'Lyn Quilty', with a long horizontal stroke extending to the right.

Lyn Quilty

Relationships and Marketing Manager
James Milson Village