



17th July, 2021

Dear Residents and Families,

IMPORTANT NOTICE TO ALL RESIDENTIAL CARE RESIDENTS AND THEIR FAMILIES

With the increase in lockdown restrictions put in place as of Midnight today (17th July 2021) to following applies to James Milson Village Residential Care Residents.

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

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

- Residential Care Residents are no longer permitted to leave the village for any reason other than an emergency medical appointment. **ALL GP, DENTAL, OPTICAL AND SPECIALIST APPOINTMENTS that are not deemed to be a medical emergency will need to be held via Zoom, Telehealth or rescheduled.** If you have an appointment scheduled, please provide the details of the medical practitioner to Rakshya Sharama (Clinical Manager). Rakshya will contact the practitioner to determine whether your appointment is of a critical nature or can be rescheduled.
- **JMV will NOT PROVIDE an escort or driver for any appointment not deemed an emergency.**

- 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.
- 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 Monitoring Requirements

As previously noted across both JMV North Sydney and Woolwich, we have five staff members who live in the Fairfield LGA. **In a further extension of the NSW Health order to be COVID tested, we have asked these staff to remain at home during the lockdown period.**

NOTE: 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

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.

On the basis of updated health advice, the following changes come into effect across Greater Sydney including the Central Coast, Blue Mountains, Wollongong and Shellharbour until 11.59pm on Friday, 30 July:

From 11.59pm on Saturday, 17 July:

Retail premises will be required to close ('click and collect', takeaway and home delivery can still operate), except the following can remain open:

- Supermarkets and grocery stores (including butchers, bakeries, fruit and vegetable stores, liquor stores and fishmongers)
- Stores that predominantly sell health, medical, maternity and infant supplies
- Pharmacies and chemists
- Petrol stations
- Car hire

- Banks and financial institutions
- Hardware, nurseries and building supplies
- Agricultural and rural supplies
- Pet supplies
- Post offices and newsagents
- Office supplies

Anyone who leaves their home must have a mask with them at all times. They must be worn when you are working outdoors, in outdoor markets, outdoor shopping strips, and in an outdoor queues waiting for products such as coffee and food.

All carpooling to be stopped unless among members of the same household.

From 12.01am on Monday, 19 July.

- All construction to be paused
- Non-urgent maintenance, **including cleaning services**, and repair work on residential premises to be paused.

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,



Lyn Quilty

Relationships and Marketing Manager
James Milson Village