



16/3/2020

Dear care recipient/ family member or representative,

The World Health Organization (WHO) has announced that COVID-19 is a pandemic.

As of 16 March, the number of confirmed coronavirus (COVID-19) cases in Australia have increased, with 57 in Victoria and 134 in NSW. Froniditha Care has no cases of COVID-19 and we hope that our pre-emptive measures alongside your support in observing our Infection control standard precautions, will keep our care recipients, staff and stakeholders safe and well.

Restrictions on visitation

Please be informed as of Tuesday March 17, 2020 our visiting hours will be restricted from 12pm - 7pm.

As you enter a facility, present yourself to our reception staff first to answer some simple questions.

We have authorised our staff to refuse you entry should they feel that you may put our consumers at risk.

Consider your visits or arrange alternative methods to communicate with your care recipient/family member. Ensure only immediate family members visit at this time.

We request that young children do not visit our Froniditha Care Facilities as they are generally unable to comply with the standard precautions.

Please enter and leave the facility without spending time in communal areas and strictly follow the guidelines of standard precautions whilst on the premises.

Management Risk Strategy

Froniditha Care has in place an enterprise risk management strategy which includes daily monitoring of:

- Federal and State Departments of Health and Human Services
- World Health Organisation
- Chief Medical Officer updates &
- Advice of industry peak bodies LASA and ACSA
- Daily CEO and Executive Team pulse check meeting; increased communication and collaboration with the Board of Directors to ensure all necessary measures are being taken to safeguard our people from the virus.

The elderly people we care for are the most at-risk group and we want to assure you that we are abiding by all recommendations of the relevant authorities to protect them from the spread of the virus.

Additional Measures Taken to Safeguard Against COVID-19

As of last week, we have taken the following measures to protect our consumers of residential and community services, their families, our staff, our volunteers and other stakeholders:

- Communications sent to all stakeholders with information on Coronavirus and procedures to follow to safeguard our people from the virus
- Cancellation of excursions and incursions in residential care facilities
- Cancellation of all student placements
- Update of Fronditha Care infection control policy
- Increase in cleaning hours within residential care facilities
- All social leave and non-urgent outpatient appointments will be cancelled
- Non urgent hospital appointments will be suspended
- Hairdresser appointments will be cancelled
- No tours will be conducted for new and potential consumers until further notice
- Allied health and medical support will be provided based on individual needs
- All volunteer support will be suspended to protect both our consumers and our volunteers in particular those who are elderly
- All group activities that involve visitors are also suspended until further notice including meetings such as Resident /Relatives meetings
- All scheduled training involving staff from other facilities has been cancelled until further notice
- We have been in contact with our local hospitals and will follow their protocols in the event of need for hospitalisation
- Notices placed throughout all facilities and sites to raise awareness on the virus and how to prevent its spread, such as hand washing instructions etc
- Placing of additional hand sanitisers at entrances of sites and in frequented areas
- Remote workforce of PCWs in Home Care Package services have attended an extraordinary meeting to be informed of procedures implemented to protect them and the consumers they service.

Key information for staff and visitors

Coronavirus symptoms include:

- Headache;
- Fever;
- Cough;
- Sore throat;
- Shortness of breath or wheezing &
- Breathing difficulties.

We fully understand that members of the community want to visit family and friends and we value the input and support of our volunteers.

Nevertheless, we are requesting people do not visit our residential care facilities unless it is necessary, especially if they have travelled overseas in the past 14 days, or if they have experienced any or all of the aforementioned symptoms.

Although excursions and incursions have been cancelled, your family member will be provided with emotional and social support by our staff, and will enjoy activities that we can provide in the home.

For future consideration

With the wellbeing of residents and their families/ representatives, staff and our volunteers as our priority, Fronditha Care is taking steps to ensure we are ready to act immediately should we be asked to do so by the relevant authorities. Precautionary measures the authorities may impose are:

- Physical screening of visitors at entry; &/or
- Lockdown of residential care facility/ies.

Should we be asked to take further steps by the relevant authorities, Fronditha Care is prepared to do whatever is necessary for the protection of all our people.

Signage to support this will be displayed throughout our facilities and further communication will be sent to all stakeholders.

Communication re COVID-19

To facilitate timely communication, if you have not already done so, please ensure you provide the manager/ supervisor of your facility or program with a mobile phone number and email address. If you have neither, announcements will be sent to your physical address, posted on noticeboards in our facilities and electronically at <https://frondithacare.org.au/media-releases-announcements/>

Protect yourself and others

For your own safety and that of others, we request you observe the following guidelines regarding Health and Safety in relation to infection control to help prevent the spread of all infections, including the COVID-19. Please ensure that you:

- Wash hands before and after all activities involving food, toileting etc.
- Practice good coughing etiquette by covering your mouth and nose when coughing or sneezing with a tissue or cough or sneeze into your elbow or shoulder
- Dispose of tissues immediately in covered waste disposal units
- Use alcohol based hand sanitizers if you are not near a hand basin with soap
- If unwell, avoid contact with others (touching, kissing, hugging)
- Remain at home if you are experiencing any flu like symptoms.

For further information, please go to <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert#current-status>

Should you need further clarification please feel free to contact your respective Fronditha Care Manager.

You may wish to call the Department's information line on 1800 020080 or the health department direct hotline 1800 022222 if you are experiencing symptoms.

Should you need further clarification please feel free to contact the Manager Residential Care of your Facility

Clayton Manager of Residential Care - Jayson Vinod 03 9239 2103

Templestowe Manager of Residential Care - Angela Cox 03 8850 5107

Newcastle Manager of Residential Care - Renee Bognar 02 4016 4160

Thornbury Manager of Residential Care - Tina Lamond 03 9495 2307

St. Albans Manager of Residential Care - Sue Donaldson 03 9365 4307

We appreciate your co-operation in this matter and thank you for your support.

We are guided by the Australian Health Sector Emergency Response Plan for the Novel Coronavirus and we will keep you informed should there be any changes.

Yours sincerely,



Michael Malakonas, CEO