



Friday 24<sup>th</sup> July, 2020

Dear friends,

This letter follows my letter dated 17<sup>th</sup> July, 2020 and is intended to keep you informed about our ongoing management of the COVID-19 pandemic. It is being widely distributed to residents and their representatives and relatives, our workforce including our amazing volunteers, local general practices, our company members, and the wider community.

### **Latest NSW Health advice for South Western Sydney**

Harbison is still closed to visitors in accordance with guidance from NSW Health issued on 15 July 2020. This followed the identification of clusters of community transmission in South Western Sydney. The closure will be reviewed at the end of July, which is a week from now.

We plan for increased restrictions from time to time in response to local clusters in the community. They are a proportionate response to increased risk of community transmission, and not in and of themselves cause for concern. We acknowledge the hurt caused by restricting access by visitors and are sorry they are necessary.

The clusters in South Western Sydney have been linked to clusters in Victoria, where the residential aged care sector is dealing with outbreaks in more than 45 homes. We are taking a strict approach to enforcing the current restrictions to prevent the same thing happening here.

In place of in-person visits we are supporting virtual visits by phone or video. You can make an appointment for a virtual visit online at [www.harbison.org.au](http://www.harbison.org.au) or by phoning our Contact Coordinator, Kylie Brown, during office hours on 02 4868 6200.

For end of life cases we will make an exception and allow a key person to visit provided they meet our screening requirements, which now include a prohibition on anyone who has visited a declared hot spot in the past 14 days. A list of these locations can be

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#### **Harbison**

PO Box 349  
Bowral NSW 2576  
T 02 4868 6200 - Burradoo  
T 02 4868 6300 - Moss Vale

ACN 001 507 642  
ABN 23 001 507 624  
admin@harbisoncare.org.au  
www.harbisoncare.org.au

#### **Burradoo**

2 Charlotte Street  
Burradoo NSW 2576  
F 02 4868 6476

#### **Moss Vale**

36 Yarrowa Road  
Moss Vale NSW 2577  
F 02 4869 3214

found at <https://www.nsw.gov.au/covid-19/latest-news-and-updates>. We will initiate exceptional visitor arrangements when a resident commences the end of life pathway.

External outings for residents are currently prohibited, but essential medical appointments will be supported where telehealth is not possible.

We are recommending that visiting health professionals minimise their attendance at Harbison until restrictions ease, but the decision whether to attend for in-person consultation is theirs.

Residents returning from medical appointments will not be required to isolate unless isolation is recommended by the public health unit or discharging medical professional.

Unless something changes, I will write to you again once we know the outcome of the review of these restrictions by NSW Health at the end of the month.

### **Resident comfort funds & cashless transactions**

I have previously written about the implementation of cashless arrangements at Harbison for e.g. the café and hairdresser.

I am sorry if my comments have caused confusion and acknowledge that we are still sorting out the detailed arrangements to make this work as smoothly as possible.

Residents can charge expenses to an account e.g. at the café, hairdresser, or kiosk.

There have been no changes to comfort fund arrangements. Comfort funds may be used to settle accounts. If that is your preference, please let your Personal Care Manager know and they will instruct our Finance team accordingly. Otherwise the expenses will be added to your monthly account and settled with your other fees and charges.

We welcome your feedback as we explore the best way to create a cashless Harbison.

### **Delivering care packages to residents & online shopping**

We encourage you to send care packages to residents during restricted visitor access. Please do not send perishable food as this will be disposed of in accordance with our food safety rules.

Please ensure care packages are clearly labelled and securely and hygienically packaged. Staff are available to receive packages 9-11am and 3-5pm Monday to Friday,

and 10am-2pm Saturday and Sunday. We cannot be responsible for items that are dropped off outside these times or improperly labelled or packaged.

We are also happy to receive orders from Woolworths and other online retailers. More information is available at <https://www.woolworths.com.au/shop/discover/shopping-online/delivery>

Please ensure that you provide online retailers with the resident's name and use the correct address:

Burradoo: C/- Harbison, 2-10 Charlotte Street, Burradoo NSW 2576

Moss Vale: C/- Harbison, 36 Yarrawa Road, Moss Vale NSW 2577

The contact phone number is 02 4868 6200 for both addresses. We are not responsible for resolving any problems that might occur with the online retailer so please do not instruct them to contact us about your orders.

If residents would like help placing an online order, please speak to your Personal Care Manager. Please note that staff are generally prohibited from assisting with financial transactions, including shopping. Your Personal Care Manager can organise help using an authorised process to ensure there is no conflict of interest.

### **Government workforce retention bonus scheme**

Harbison has successfully applied for a grant under the Government's Workforce Retention Bonus Grant – Residential Care And Home Care scheme. Eligible employees will soon be receiving a bonus payment ranging from \$160 to \$800 before tax. A second bonus payment is expected in October 2020. We will be providing employees with more information about this payment soon.

Employees will also be able to nominate colleagues for a special C-19 performance bonus as per my letter of 23 March 2020. The General Manager, Alison Sheer, will be providing information about the nomination process to employees soon.

Thank you for reading this letter and thank you for providing us with feedback, especially if something goes wrong. We welcome the opportunity to fix problems quickly and openly and to make improvements to reduce the likelihood that things will go wrong in the future.

Please continue to do what you can to slow the spread of the virus.

Consider wearing a mask if you are out in public and social distancing may not be practical.

Keep washing your hands and using hand sanitiser. Practice careful cough etiquette. Avoid large gatherings, particularly involving strangers.

If you feel unwell you must immediately self-isolate and organise a test. Do not attend work until you know whether you are a threat to others.

Be patient and kind to everyone around you. None of us are finding this easy.

The next weeks are crucial in NSW. We do not want to follow Victoria up the curve. Please play your part.

Yours sincerely

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

David Cochran

**Chief Executive Officer**