

15<sup>th</sup> September 2020

Dear friends,

This letter follows my letter of 25<sup>th</sup> August 2020 and provides you with an update about Harbison's response to COVID-19.

We circulate these letters widely to provide everyone with the same information at the same time. Copies are provided to our residents and their families and representatives, our workforce including our contractors and volunteers, local general practices, our company members, and the wider Southern Highlands community.

### **Visitor Restrictions**

This letter was originally intended for release early last week, but COVID-19 means circumstances are constantly changing and letters can be quickly outdated. Last week culminated with new advice from NSW Health, temporarily reinstating Wingecarribee and Wollondilly to the aged care visitor exclusion list as part of a wider change for the whole of metropolitan Sydney.

We understand this advice will be reviewed as early as today but we have cancelled scheduled visits except to the Burradoo Visitor Pod. I apologise to everyone who has been disappointed and inconvenienced by this change. As soon as we can we intend to resume visits and extend the priority status currently offered to spouses and partners to children of residents who reside locally. We will provide you with more details when we announce the next change.

A reminder that virtual visits can still be organised, either by booking online or giving us a call. We will still be inviting people to visit for exceptional circumstances, including end of life visits. These exceptional visits will be cleared first with the Public Health Unit and visitors will still be required to meet our other screening protocols.

It might not feel like it, but these restrictions are temporary and necessary to prevent an outbreak of COVID-19 at Harbison. We will notify you as soon as NSW Health provides advice that it is safe to ease them. Thank you for your ongoing cooperation and please accept our apologies for the hurt caused.

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#### **Moss Vale**

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## **Annual Surveys**

Harbison provides employees, residents, and families an opportunity each year to provide feedback via a survey. The surveys are based on the same surveys used by the Aged Care Quality and Safety Commission.

I would like to thank all our employees and residents for a record response to this year's survey. The more people who participate in the survey, the more accurate and insightful the results. We use the information from the survey for our planning and decision making.

The survey for families closes this week. If you are family or a representative of a resident and have not submitted a survey, please take this opportunity to have your say. If you need help with the survey, please contact your Personal Care Manager (Bec Glover, Moss Vale, or Rabin Joshi, Burradoo).

The staff survey ran from February to April 2020, covering the end of the bushfire crisis through to the early stages of the pandemic. The resident survey ran from May to July 2020, during strict visitor restrictions. 410 residents and employees participated in this year's surveys, which represents an outstanding response. Thank you for taking the time to complete a survey and play your part in the future of Harbison. We will share the results of the surveys with you after we have the results of the family survey.

## **Motiview – 2020 Road Worlds for Seniors**

The Harbison *Slow Speed Demons* kicked off their 2020 campaign last Monday. According to my last update they have already 'travelled' more than 250km, or more than 16 hours 'in the saddle'.

The *Demons* are raising funds to purchase Motiview therapy bikes for their neighbours at Harbison Moss Vale. If you would like to pledge or make a tax-deductible donation please email our Financial Controller, Greg Forrester ([greg.forrester@harbisoncare.org.au](mailto:greg.forrester@harbisoncare.org.au)) or our Resident Advisory Committee ([friends@harbisoncare.org.au](mailto:friends@harbisoncare.org.au)) who coordinate fundraising for Harbison. The Cochran family have pledged \$1 per km.

Motiview enables participants to go for a virtual cycle, using special therapy bikes that can be modified to support any level of ability, in more than 1,600 locations around the world. While the cyclists ride (or pedal with their hands) they watch a high definition film of their chosen location, creating the sensation of riding through the scenery. The films have been specially created for the program to ensure the pace simulates the experience as realistically as possible.

It is a remarkably simple, fun, and effective program that can be enjoyed by almost anyone regardless of cognitive ability or mobility. Last week residents from CAMA Woodlands (<https://camawoodlands.ca/>) in Canada paid a virtual visit to Bowral, riding along Bong Bong Street while they celebrated with Vegemite & crackers.

So, next time you are chaffing against the inconveniences and restrictions of COVID-19 spare a pleasant thought for the 30+ intrepid Harbison Burradoo residents who are busy spending their days on a virtual tour of the world as part of a global group determined to have a go. My thanks to our tireless Volunteer Coordinator, Jill Wall, and Rabin Joshi and his team for putting together the *Demons'* support team this year. Like any international sporting effort, the behind-the-scenes work is critical to success. If you would like to know more about volunteering at Harbison please contact Jill ([jill.wall@harbisoncare.org.au](mailto:jill.wall@harbisoncare.org.au)). Go the *Demons*!

### **Employee COVID-19 Test Results**

We have changed the way employees are required to report their COVID-19 test results. Instead of asking you to provide the result we now simply ask you to complete a declaration so we can update our results register. Your manager will provide you with instructions if you need to get a test, so notify them immediately when you have a test. We will continue to refine the process to ensure it is as easy and confidential as possible.

### **Local Health District (LHD) Infection Prevention & Control (IPC) Audit**

The IPC specialist from the South-western Sydney LHD visited Harbison Burradoo recently to inspect our outbreak management preparations. The formal report is pending, but feedback from the LHD team was very complimentary.

They told us that Harbison was the best prepared small organisation they had seen so far and singled out our leadership group as impressive frontline managers. A few days later the LHD media team returned to Harbison Burradoo to make a film about us for their internal use.

Congratulations to the team at Burradoo, led by Leah O'Regan and Rabin Joshi and our IPC champion, Leah Willis, for this very well-deserved recognition. We hope the LHD will have time to inspect Harbison Moss Vale too, where I am sure they will see the same impressive teamwork and careful prevention and preparation strategy.

### **Harbison in the News**

You may have seen Harbison on WIN News recently, as part of a story about the 'musical muster' generously organised by the Rotary Club of Berrima District for all

aged care residents in the Southern Highlands. Thanks to the multi-talented Elly Alcock for representing Harbison, and before you reach for the keyboard please note that nobody was allowed into Harbison for the purpose of the story.

**Until next time...**

Thank you for reading this letter. As usual, we value your feedback. Please let us know if you are concerned about something. We are here to help, and complaints are simply opportunities to improve. When things go wrong, we value the chance to apologise and put them right as quickly as possible. We will always treat the problem openly and honestly and take full responsibility.

I am very proud of our team, including our volunteers and resident representatives, who continue to do everything within their power to meet the needs of our residents despite the difficult circumstances. Thank you for your help. We would not be Harbison without you.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Cochran', written in a cursive style.

**David Cochran**

Chief Executive Officer