



Tuesday, 17 May 2022

Dear friends

This letter follows my letter dated Wednesday, 11 May 2022 which announced temporary visitor restrictions to help us manage a high risk COVID-19 exposure at both sites last week. As usual, we share this information with our residents and their representatives, our workforce, local general practices, our company members, and the rest of our community.

Visitor restrictions - update

I am pleased to confirm that visitor arrangements have returned to normal.

Visiting hours are 10am to 4pm, daily. Please allow at least 15-minutes for the screening and testing process. Partners-in-Care may visit according to their care plan, and end-of-life visits will be permitted at any time.

Sadly, one of our contracted door monitors, Paul, died unexpectedly on the weekend. Our thoughts are with his wife and family, and his colleagues.

Harbison

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Registered NDIS Provider

Burradoo

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Burradoo NSW 2576
F 02 4868 6476

Moss Vale

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Moss Vale NSW 2577
F 02 4869 3214

Please be patient as we work around this tragic event to bring the door monitor team back up to speed.

Check-in

Everyone except residents must check-in using the temperature screening kiosks at the main entrance. These machines form an important part of our workplace safety system. For staff, the requirement is that check-in must occur prior to the commencement of a shift. We are auditing our records and will treat future non-compliance as a serious safety breach.

If you require assistance with check-in, please ask for help.

Pre-shift RAT and ongoing staff furlough

Our staff have been taking a RAT before every shift since late last year. We have recently refined the process by requiring staff who are rostered on for an afternoon or night shift to complete their RAT by 10am that day. This change is designed to maximise the time available to organise a replacement if the RAT is positive.

Rosters continue to be impacted by community transmission. Please be patient with our teams who are working daily around unplanned COVID-19 leave. Many staff are required to work in unfamiliar areas and many staff are working extra hours or on flexible arrangements, so please be realistic about life in a

pandemic and trust that they are doing their very best in difficult circumstances.

The best way to support residents in the pandemic is to join the Partners-in-Care scheme. If you would like more information about how to best support Harbison and your loved one here, please contact:

- Mark Jeffrey, Residential Care Manager (mark.jeffery@harbisoncare.org.au)
- Briannah Bentley, Volunteer Co-ordinator (briannah.bentley@harbisoncare.org.au)
- Zac Hulm, Partnership Manager (donations) (zac.hulm@harbisoncare.org.au).

Staff devices

We have received some complaints that staff are always on their phones. This is not the case.

We have been investing in new technology to enable our staff to make notes at the point of care. This improves safety and efficiency. To achieve this, we have been progressively equipping staff with mobile devices. Depending on the role, this may be a mobile phone or a tablet. For most of our personal care team, it is a phone.

We expect all care staff to use their devices for point-of-care record keeping, communication, and to manage their workflow. Staff are not permitted to operate their devices for personal use unless they are on a break, in which case reasonable personal use is OK.

It is a big change in the way we work. Some staff are more advanced with the new system than others, and some staff are waiting to be equipped with their devices. So, if you see a member of your care team looking at a screen, please remember they are working, and the technology is intended to enable teams to stay close to their residents, reduce response times and increase the quality of our record keeping.

Bear & The Beard

Harbison proudly brews Bear & The Beard coffee from Seven Miles Coffee Roasters. You can buy 1kg bags of beans from the Three Cows café at Moss Vale, simply by swinging past the kiosk window at the café (no need to check-in).

Why am I telling you about coffee? Apart from the fact that it is delicious coffee (the best in the Southern Highlands), \$1 from every bag of beans goes directly to Bear Cottage (<https://bearcottage.schn.health.nsw.gov.au/>), which is the only children's hospice in NSW, one of only two in Australia, and the only one in the world which is linked to a children's hospital. Bear Cottage provides palliative care to kids, and support and respite for their families and carers. Their mission is very similar to ours, so if you choose to buy your beans from Harbison you are helping them and helping us and getting great coffee into the bargain.

Drink up!

Harbison Gift Cards

Residents from our art class have produced a new series of gift cards. They are beautiful! Cards are available for sale from reception or the general store in Moss Vale or can be ordered through my office (fran.mcpherson@harbisoncare.org.au).

All proceeds go back to resources for the art class. If you want to know more about the art class, please ask a member of your care team.

Federal Election

The Federal election will be held this Saturday, 21 May 2022. If you need assistance voting, please ask a member of your care team.

Meet the Wellbeing Team - a unique Harbison service

We strongly encourage residents to take advantage of the services available from our Mental Health & Behaviour Support Team (aka the Wellbeing Team), comprising our Clinical Psychologist Jodie Hill, Psychologist Lucee McMillan, and Wellbeing Support Clinician Peter Davis. Harbison is unique in providing in-house specialist support for mental health, behavioural and psychological symptoms of dementia, pastoral care and emotional support at end of life.

Residents who are living with conditions like depression or anxiety are eligible for up to 10 mental health services each year under the Government's Better Access mental health initiative. The first step to accessing this help is to obtain a *Mental Health Treatment Plan* and referral letter from your GP. Then, Jodie and

her team will deliver the services and liaise with your GP to ensure the treatment plan is effective. There is no cost for this service for eligible Harbison aged care residents. We can also provide these services to our independent living residents for a nominal out-of-pocket fee (about \$20), as most of their cost is covered by Medicare.

Jodie's team can also provide new residents with a comprehensive mental health check-up immediately after admission. This can help identify previously undiagnosed conditions and support people as they transition into residential care.

Harbison understands the importance of mental health and wellbeing for older adults. Research shows that more than half of older adults live with at least one mental health condition like depression or anxiety, but something can be done about it. If you are worried about mental health and wellbeing, speak to your GP about a referral under the Better Access scheme, or request a review by your Case Manager.

Meet Milo

Don't tell my kids, but Harbison is getting a dog! Meet Milo, a two-year-old Cavalier King Charles Spaniel who has decided to retire to Harbison after a successful career on the show circuit.



Milo will provide residents with companionship and meaningful activity and builds on our pet therapy program which has been running for many years. If you would like to help fund the purchase and care of Milo, he has a Go Fundraise page at <https://specialoccasion.gofundraise.com.au/page/Zac-48806390>

We look forward to welcoming Milo to the Harbison family and know he will be a valued addition to our homes. Thanks to our generous donors for supporting Milo's move to Harbison, and special thanks to Sally Andreas, a member of the Residents' Committee, for driving this initiative. I wonder what Milo will make of Grand Friends...

Support for further education – University of Wollongong

We are developing our partnerships with the University of Wollongong and University of Tasmania. Currently, there are opportunities for staff who are studying for a Bachelor of Nursing at the University of Wollongong. If you want

to know more, please contact Samantha Evison via Teams by Friday,
20 May 2022.

Thank you for reading this letter. We apologise for any inconvenience or concerns caused by the recent COVID-19 exposure and thank everyone for their cooperation and understanding during the six (6) days of extra precautions. As I have been saying for more than two years, it will always feel like an anticlimax when our precautions work. Some people believe our response to increased risk is an overreaction, but I can live with that. We work hard to balance the risks to ensure our actions are proportionate, and we are realistic about accepting a certain level of risk. However, it is in the best interests of everyone to avoid another outbreak.

Our next Zoom meeting for relatives and representatives is scheduled for Wednesday, 25 May 2022 at 11am. If you have not received an email from Fran McPherson with the link and details, please reach out to her (fran.mcpherson@harbisoncare.org.au). Fran will also take any questions on notice, so that we can provide you with the information you need at the meeting.

Yours sincerely



David Cochran
Chief Executive Officer