



Friday, 10 June 2002

Dear friends

This letter follows my update on Wednesday, 8 June which notified of a COVID-19 outbreak in Chisholm wing at Burradoo. This letter provides a brief update. We are sharing this information with residents and their representatives, our workforce, local general practices, company members, and the wider Southern Highlands community. Families of Chisholm residents are receiving more detailed updates from staff.

Today is day four (4) of the outbreak. We have not detected any new infections, and the two (2) initial cases are doing well, receiving oral anti-viral treatment under the supervision of their doctors. The results of our latest surveillance testing were negative, and we have not detected any staff infections related to the outbreak.

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We have met with the Public Health Unit of the South Western Sydney Local Health Unit and representatives from the Aged Care Quality and Safety Commission and Department of Health. In accordance with public health advice, we are testing residents in Chisholm every 48-hours and monitoring all residents at Burradoo for signs and symptoms.

For context, as of Friday, 3 June 2022, there are 694 active COVID-19 outbreaks in Australian residential aged care services, comprised of 3,603 resident cases and 1,913 staff cases. Approximately 93% of services have had an outbreak, and on average each service has had two outbreaks. Victoria and NSW are currently the most impacted states. Current NSW outbreaks range in size from zero (0) to 60 resident cases. Sadly, 2,560 residents have died in Australia with COVID-19 since the beginning of the pandemic.

Our Lifestyle team are conducting activities in Chisholm for isolating residents, and supporting virtual visits e.g., on FaceTime as much as possible. Partners-in-Care are still permitted to enter Chisholm wearing full PPE to support their resident, however other visitors are not permitted to enter the wing.

Only Chisholm is in isolation at this stage, which means that normal visits are permitted to the rest of the home.

We expect that the combined effect of the outbreak, ongoing community influenza, COVID-19 infections, and the long weekend will put acute pressure on staffing. We are working to minimise the impact on our residents but ask you for patience and understanding as our teams adapt to cope with the challenging circumstances.

Please be aware that we may need to escalate our response if we detect any cases outside the Chisholm wing, which may impact your plans this weekend. We will notify any changes by SMS in the first instance and provide a more detailed update as soon as possible.

I am confident in the skill and experience of our teams to manage this outbreak, and hopeful that there will not be any new cases. We are well supplied with PPE and RATs, and well organised. In the absence of new cases I plan to provide my next update on Tuesday, 14 June 2022 and will convene a Zoom meeting for families on Tuesday afternoon to provide an opportunity for questions and answers.

If you are a resident, by now you should have received your fourth (4th) dose of COVID-19 vaccine and your annual dose of influenza vaccine. If not, we will work with your GP and the pharmacist to arrange immunisation if you want it. If you

are a visitor or member of the workforce, by now you should have your third (3rd) dose of COVID-19 vaccine and your annual influenza vaccination.

It is your personal responsibility to ensure that you are vaccinated to protect our vulnerable residents. I remind everyone that influenza vaccination is now free in NSW. If you have acute respiratory symptoms and test negative for COVID-19, we suggest you proceed on the assumption that you have influenza. You must not visit Harbison if you have any symptoms.

Thank you for reading this letter.

Your sincerely

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

David Cochran
Chief Executive Officer