

Thursday, 8 December 2022

Dear friends,

This letter follows my letter dated Friday, 2 December 2022 and provides an update about the COVID-19 outbreak at Harbison Moss Vale. As usual, we are sharing this information with our residents and their representatives, our workforce, local GP practices, company members, and the wider community.

COVID-19 outbreak at Moss Vale – update

In total, there have been 36 cases of COVID-19 in this outbreak at Harbison Moss Vale. Unfortunately, one (1) person has died in hospital with COVID-19, but 32 have now recovered which means that there are three (3) active cases in Mandemar, Meryla, and Joadja. We are closely monitoring one (1) of these cases who is unvaccinated and refusing anti-viral treatment, but they are clinically stable.

COVID-19 at Burradoo – update

There have now been four (4) cases of COVID-19 at Burradoo, but not close enough to declare an outbreak. Even so, the outbreak management plan is active at Burradoo. Three (3) of the four (4) cases have now recovered, which means we are managing a single active case at the moment.

Maintaining visitor access during outbreaks – the importance of PPE

As you know, our main goal is to maintain visitor access even during outbreak conditions, because of the detrimental effects of lockdowns on general wellbeing. To achieve this, we need everyone to cooperate by following infection prevention and control protocols. Unfortunately, we have had a few breaches where visitors have removed their PPE.

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It is vital that PPE is worn properly during your visit. You may remove PPE when outdoors, or in the café in order to eat or drink. You **must wear your PPE while in a resident's room** (and practice hand hygiene before you enter and when you leave the room). If a mask makes communication with a resident difficult, you may remove the mask if you first obtain permission from an RN and if you maintain at least 1.5m social distance while the mask is removed. If a face shield is required, as is the case at Moss Vale currently, you must wear the face shield even if you have permission to remove the mask.

The inconvenience of PPE is the price we must pay to maintain visitor access despite high levels of community transmission. If we cannot improve compliance with these requirements then we will be forced to reconsider visitor restrictions.

Introducing Onsite Optometry

Onsite Optometry provides bulk billed mobile optometry clinics at Harbison. Services include digital vision assessments, glaucoma and cataract assessment, specialist referrals, low vision assessment and aids, new prescriptions for glasses, maintenance of glasses, and NIL co-payment DVA glasses and repairs.

Sensory impairment, including vision impairment, is one of the most prevalent risks to residents. The technology used by Onsite Optometry is suitable for anyone, regardless of cognitive or functional ability. Regular clinics will be notified and we strongly recommend that all residents participate in them. Staff will also be offered training to ensure they can support residents with their vision needs.

This service is part of our plan to improve access to appropriate care for all residents. Other care and services include intensive and/or long-term rehabilitation from our Physiotherapists, and older adult mental health care under the supervision of our Clinical Psychologist. If you would like to know more about the range of services available to you, please speak to an RN.

We are very pleased with the way our staff are managing the outbreak at Moss Vale, and have so far avoided an outbreak at Burradoo.

Please keep in mind that there are more staff on furlough due to COVID-19 and other respiratory infections than there are resident cases. We are doing what we can to minimise the impact of furlough on care and services, including engaging agency staff, but we cannot eliminate the problem. As always, your patience and flexibility are appreciated.

You will see that the elves from our Lifestyle team have been hard at work decorating the homes for Christmas. Outside my office, Santa's workshop has been in full swing creating Christmas presents for our residents. You can support Harbison by purchasing Christmas cards which have been designed by our residents. These are available from reception at Burradoo for \$2 each or in a pack of 5 for \$10.

We held our third Family Zoom meeting yesterday, and will continue the weekly schedule until we have deactivated the outbreak management plan. Details of the next meeting are:

Date: **Wednesday, 14 December 2022**

Time: **11am**

<https://us06web.zoom.us/j/84980375353?pwd=MjArWFd2cGlnUDJ6a3kxaEI4bDNHdz09>

Thank you for reading this letter. I will update you again soon.

Yours sincerely

A handwritten signature in black ink, appearing to read 'D. Cochran', written over a faint dotted line.

David Cochran

Chief Executive Officer