

Thursday, 1 June 2023

Dear friends,

This letter follows my letter dated Thursday, 25 May 2023 and provides a brief update about the COVID-19 outbreak at Harbison Burradoo, which was declared almost 20-days ago. As usual, the information in this letter is being widely shared with our residents and their representatives, our workforce, local GP practices, company members, and the community.

The good news is that we have no active cases in our Burradoo dementia service, Lindsay, and Chisholm. Unfortunately, we have new cases in Alexandria and Gibraltar which means that as of yesterday we are at least a week away from declaring the outbreak over.

So far, the number of residents infected in this outbreak is 30, of whom 15 have now recovered. This represents about a quarter of our Burradoo residents. 24 staff have also been unable to work due to infection, but only nine (9) have recovered and returned to work so far. This places a high burden on the remaining team members and may impact the routine delivery of care and services.

All staff and visitors are required to wear P2/N95 masks and eye protection, and full PPE in red zones.

Because most residents are infected, **Alexandria is isolated** from the rest of the home. Only Partners-in-Care and end-of-life visitors are permitted to visit residents of Alexandria.

Visitors to residents who live in other areas of the home are required to have their visit in the resident's room, outdoors, or on the terrace outside the café.

If you wish to become a Partner-in-Care you must first complete the online training provided by the Aged Care Quality and Safety Commission (<https://www.agedcarequality.gov.au/resources/partnerships-in-care>) and then complete in-person infection prevention and control training at Harbison.

Once you have completed the online training simply contact reception on 02 4868 6200 during business hours to make an appointment for your in-person training.

We are working closely with the Public Health Unit to return furloughed staff to work as quickly as possible.

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#### Harbison

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www.harbisoncare.org.au

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Registered NDIS Provider

#### Burradoo

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Burradoo NSW 2576  
F 02 4868 6476

#### Moss Vale

36 Yarrawa Road  
Moss Vale NSW 2577  
F 02 4869 3214

Harbison Moss Vale is **not** in outbreak, but we note that we have members of that team on furlough with COVID-19, so we are monitoring our residents closely at both homes.

The number of residential aged care services in outbreak continues to increase, up 26% in the past month in NSW and continuing to increase week-on-week. This reflects the ongoing high incidence of infection in the community combined with falling rates of community vaccination.

We strongly recommend that all staff, residents, and visitors maintain current COVID-19 vaccination to minimise the risk to themselves and require all staff to have a 2023 influenza vaccination as a condition of employment to reduce the risk of transmission of the 'flu.

Today is the first day of winter, so we have a long way to go this season. Our aim is to avoid lockdowns, but we will take that option if there is insufficient cooperation and compliance from visitors. At this stage I am pleased with the excellent way this outbreak is being managed by our staff, but we have had too many instances of visitors not following the protocols. Remember:

- Visitors and staff must RAT negative on the day of and prior to entry to our homes.
- Masks must be always worn unless permission has been given to remove, in which case social distancing is required.
- Other PPE must be worn as directed.
- Hand hygiene must be practiced before, during, and after your visit.
- Visiting hours are from 10am to 4pm unless you are a Partner-in-Care or are making an end-of-life visit arranged with the RN In-charge.
- You must not enter our homes if you have any signs or symptoms, regardless of how minor.
- You must register your visit and check your temperature every time using the check-in kiosk.

Yours sincerely,



**David Cochran**  
Chief Executive Officer