



6th August 2020

Dear Residents, Family Members, Representatives, Employees and Volunteers,

Re: COVID-19 Pandemic Update

We have decided to write an inclusive and transparent letter to as many of our TLH community members as possible. After all, we are all united in our fight to protect our Residents and each other.

We have felt the need to reach out to you all following the heartbreaking increase in COVID-19 confirmed cases and devastatingly, the related deaths and specifically the incomprehensible lives lost to COVID-19 in Aged Care Homes.

We feel such sadness with the knowledge, that complacency contributed to the situation that Australia finds itself in today.

As a close-knit community we ask that everyone be reminded;

- No one is authorised to enter the Residents home without providing evidence of a 2020 influenza vaccination.
- All people entering TLH are required to complete a COVID-19 checklist, this includes having your temperature taken, completing the entry documentation and sanitising your hands.
- No one should enter TLH with any COVID-19 symptoms, including cold/flu like symptoms.
- Visitors to the home are required to pre-book their visit.
- Visits are limited to 1 visit per day of up to 2 people (extenuating circumstances are at the approval and discretion of the CEO/delegate in consultation with the Resident, Representative and if appropriate the visitor).
- Visits must be conducted in the Resident room, communal areas are not available to visitors.
- Please assess if your visit to a Resident is essential-we know that limiting person to person contact is essential to preventing the spread of COVID-19.
- Visitors who forget the infection control processes in place within the Residents home will be politely reminded by our staff (such as requesting to return to the Residents room) and requested to adhere to the process (staff are encouraged and supported to follow process in ensuring the Residents safety).
- Visitors who return a COVID-19 alert on entry to TLH, such as a temperature will not be permitted to enter.
- Social distancing is always to be adhered to.
- Hand washing, sanitising and wearing personal protective equipment is essential in the prevention of spreading COVID-19, staff are reminded to continue to follow TLH infection Control policies and procedures.
- We respectfully request that any staff (employees and volunteers) working at different aged care homes present the information immediately to the Rostering Officer.

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Tanunda
Lutheran Home Inc.

- We respectfully ask that any person visiting other aged care homes consider very seriously the genuine need to visit a Resident at TLH in person.
- TLH offers many different ways of which a visit can take place with a Resident at TLH besides a visit in person and is more than happy to assist if you are interested or need further information, reception can assist.

We would like to take this opportunity to thank the TLH Residents and Community for your continued support and dedication in keeping TLH COVID-19 free.

We also extend our deepest gratitude to our Employees and Volunteers for the care and services provided to our Residents and your dedication in following TLH COVID-19 infection control processes.

Please do not hesitate to contact our Infection Control Nurse, Lisa Morrison, via Reception should you require any further information, clarification or education.

Please also feel encouraged to contact either of us, should we be able to assist.

Lee Martin at lee.martin@tlhome.com.au
Kim Hahn at kim.hahn@tlhome.com.au

May we all continue to work together in staying safe.

Kind regards,

Lee Martin
Chief Executive Officer

Kim Hahn
People, Culture &
Customer Service Manager

Cherie Cheyne
Chief Finance Officer