



Tanunda Lutheran Home Inc.

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1st May 2020

Dear Residents, Family Members and Representatives,

As you would be aware at Tanunda Lutheran Home (TLH) we have implemented many changes to the way we manage and socialise in response to the COVID-19 pandemic and the 1 May 2020 Influenza vaccination requirements.

TLH have complied with all Directives that have been issued to Aged Care Homes from the State and Federal Health departments and have been proactive in implementing items that we have been unable to receive Government support or clear direction about.

I would like to keep this letter factual and provide you with the information that has been provided to us. Attached to this communication is information sourced directly from the Department of Health and SA Health's websites on 30th April 2020 at 1430 for your reference;

- South Australia, Emergency Management (Residential Aged Care Facilities No 3) (COVID-19) Direction 2020
- SA Health Fact Sheet- Information for Visitors to Residential Aged Care Facilities
- Department of Health- Information for Workers in Residential Aged Care Facilities

At TLH, our greatest concern regarding the Directives is by allowing each of our 117 Residents up to two visitors per day without a prior consultative assessment and approval by the Director of Care and Registered Nurses because;

- We have no way of knowing if one of the Residents visitors has been in contact with someone with COVID-19, this virus is very contagious and can be spread to other people prior to symptoms such as a fever being present.
- As Residents of South Australia, we are all required to practise social-distancing and are advised no large group gatherings can occur, to stay at home and limit our contact with other people as much as possible.



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- The risk of serious illness from COVID-19 increases with age, all Australians over 70 years of age, over 65 years of age with existing chronic illness are at increased risk from COVID-19. The highest fatalities to date is among older people, particularly those with serious health conditions or a weakened immune system.
- By allowing each Resident to have 2 visitors per day as per the most recent directive, regardless of the duration of the visit, we are allowing up to 234 additional people into the Residents home per day, increasing the risk of one of our Residents contracting COVID-19 significantly.

Our current visitation protective measure processes are as follows;

- No person may enter TLH without providing reasonable evidence that they have received the 2020 influenza vaccination.
- Visitors are provided authorised entry to TLH to visit Residents following consultation (Visitors and Residents) with the Registered Nurse and Director of Care.
- All people arriving at TLH are screened for symptoms and risks of COVID-19 prior to being granted permission to enter.

Despite the recent and horrific examples of what devastation can occur from COVID-19 when spread throughout an Aged Care Home, such as Anglicare Villages Newmarch House Aged Care Home, we anticipate the Federal and State Government Health Departments preparing to issue Aged Care Homes with a "Code of Conduct" ordering the 2 visitors per day to each Resident.

Anglicare Villages Newmarch House Aged Care Home has 54 (34 Residents and 20 Employees) confirmed cases of COVID to date with an unfathomable 11 deaths. The home began testing on April 11th following the confirmed case of a worker who reported symptoms so mild they were described as a scratchy throat.

Many people who have loved ones residing in Aged care Homes have experienced increased concern about their loved ones, following the Prime Ministers conference on Friday 24th April when his statement alluded to Aged Care Homes locking Residents in their rooms. At a time where all of us working in Aged Care are given the absolute everything that we have to the protection of our Residents, this has deflated and hurt many of us. We feel targeted and tarred with the same brush as the worst examples in Aged care.



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Tanunda Lutheran Home has formally responded to the Prime Minister to provide feedback about how incorrect, insulting and personally hurtful his statement has been to all of us working at TLH.

TLH have increased spiritual care to our Residents through our onsite Chaplain and Assistant to the Chaplain, Ian Lutze and Helen McNicol.

Our lifestyle activity program and one on one program has been re-developed to ensure Residents are still provided with these interactions whilst social distancing has been maintained.

Our Residents emotional wellbeing is continuously being monitored by the staff who care for them, concerns are reported directly to the Clinical Leadership, family members are contacted and visits organised.

We have increased the ability to provide Residents with contact to their loved ones through phone, social media, skype, zoom, letters and video chats. If you are interested in knowing more about any of these services, please contact Reception on 08 8563 7777.

All staff have been vaccinated from the current seasonal Influenza as per the mandated requirement taking effective on May 1st 2020 or have been taken off of the Roster. Contractors, Volunteers, Family members and Representatives have all been advised that as of May 1st 2020 no person may enter any Aged Care Home unless they have provided reasonable evidence of their influenza 2020 vaccination.

Our Chief Executive Officer and I are both available to assist you if you have any concerns at all with our COVID-19 protective measures or if you are aware that your loved one is experiencing distress. Lee can be emailed at lee.martin@tlhome.com.au and myself at kim.hahn@tlhome.com.au or a message for us to return your call can be left with our Executive Assistant, Britany Mickan on 08 8563 7733.

In summary, we as Executives of Tanunda Lutheran Home together with our staff are seeking your support in continuing our protective measures to minimise the risk of COVID-19 or Influenza to our Residents, your loved ones.

Should the Government enforce the 2 people per Resident per day, we ask you to seriously consider if you need to visit in person. As an additional 234 visitors a day, puts not only your loved one at risk, but the loved ones of other families and our staff. Please assist us in minimising the number of visitors that may enter the Home per day until such a time that we are confident in that we feel the risk is reduced enough to grant permission for an opened visitor access.



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Our only wish is to ensure the safety of our Residents (your relatives) and all of our staff and volunteers caring for them.

We thank you so much for your support, your understanding and patience through such a difficult time whilst doing what you can to keep your loved one safe.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Lee Martin'.

Lee Martin
Chief Executive Officer

A handwritten signature in black ink, appearing to read 'Kim Hahn'.

Kim Hahn
**People, Culture &
Customer Service Manager**

A handwritten signature in black ink, appearing to read 'Cherie Cheyne'.

Cherie Cheyne
Chief Finance Officer