



Tanunda Lutheran Home Inc.

24th March 2020

Dear Residents and Representatives of Tanunda Lutheran Home,

As you would all be aware, protective measures have been implemented at Tanunda Lutheran Home (TLH) to ensure we limit the risk of the Coronavirus (COVID-19) entering TLH and placing our Residents and Staff at risk. I am aware that these actions have been communicated to you through Lee Martin and would like to take this opportunity to communicate some change processes to you.

Administration staff and I have been relocated to an area removed from the Residents neighbourhoods to ensure we are reducing non-essential contact with Residents and Staff as much as possible.

Residents are still encouraged to utilise our Share Your Experience form to communicate any comments, complaints or suggestions to us for our attention.

Shortly there will be only one confidential internal letterbox for these forms to be dropped. This is to ensure limited personal contact in the Resident Neighbourhoods and confidentiality.

Residents are welcome to drop these forms in person or ask a staff person to place them in the box for them.

Representatives are welcome to communicate any comment, complaint or suggestion to us by writing to us directly with email or letter or leaving a message at Reception for us to call back.

Contact details are;

Stephanie Vickers

Quality and Training Officer

stephanie.vickers@tlhome.com.au

Kim Hahn

People, Culture and Customer Service Manager

kim.hahn@tlhome.com.au

Reception

08 8563 7777

I would like to personally thank each and everyone of you for your understanding, support and dedication in protecting our Residents and Staff during such a difficult time.

Kind regards,

Kim Hahn

People, Culture, Customer Service Manager

Tanunda Lutheran Home Inc

27 Bridge Street
Tanunda SA 5352

Phone – Reception

08 8563 7777

Fax – Admin

08 8563 7799

Fax – Nursing

08 8563 7790

Email

info@tlhome.com.au

www.tlhome.com.au