

11 January 2022

Dear All,

I write to advise we have just received official notification one of our residents in the East Wing has contracted COVID-19. It follows the confirmed COVID-19 staff member we wrote to you about last week who worked in the East Wing.

Resulting from this news we immediately conducted Rapid Antigen Tests of our residents in our East Wing. As I write we have no additional positive cases of COVID-19. We are still working through the resident population with rapid antigen testing and we will update you further as we progress. In addition, all staff working in the East Wing have returned negative RAT results. So that is good news. I thought it was important to get this news to you quickly.

It is worth remembering that our resident vaccination rates are high, and staff are fully vaccinated, both of which provide a significant level of protection from serious illness. All residents who agreed to be vaccinated have had both doses and the majority have also had the booster.

As you know, the safety and well-being of our residents at St Joseph's is our first priority. So we are working closely with the support and guidance of the local Public Health Unit which has confirmed we are complying and undertaking all the correct procedures.

Upon confirmation of the COVID positive resident St Joseph's immediately initiated our COVID-19 Emergency Response Plan. And to limit further transmission and keep our residents safe the nursing home is locked-down with all non-essential persons restricted from access at this time. This lockdown includes visitor restrictions and residents will be unable to leave the facility for anything other than emergency medical appointments. We do consider requests on a case by case basis for restrictions to be waived on compassionate grounds for those families with residents receiving palliative care.

I want to assure you that the visitor restrictions will only last for as long as they are medically necessary to keep our residents safe as we follow the best health advice.

Today I also wanted to let you know we have increased our daily monitoring and medical observations of residents across the facility for any COVID-like symptoms.

Plus in the required areas all staff are wearing full PPE; N95 masks, eye protection, gowns and gloves, to keep any further exposure to a minimum. Please be assured our staff are adhering to best practice infection control and best hygiene principles, which collectively reduce the potential for additional transmission. I want to pay tribute to our team at St Joseph's are doing a tremendous job supporting our residents at this time.

We know that communicating with your loved ones at St Joseph's at this time is very important and we fully support and understand this. ZOOM, SKYPE, and FaceTime calls with our residents are encouraged and can be accommodated.

ST JOSEPH'S NURSING HOME LISMORE

ABN 59 818 669 239

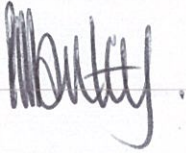
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I appreciate that these are challenging times in Residential Aged Care and in the wider community, so I would like to thank you for your continued understanding and support.

If you need further clarity on the situation or would like to receive a phone call regarding this news, please do let us know and we will get back to you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Penny Stanley', with a small flourish at the end.

Penny Stanley
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