

Friday 7 January 2022

Dear Residents and Relatives,

Re: COVID-19 update

RSL LifeCare is taking every precaution to prevent COVID-19 from entering our homes.

With such high rates of community transmission, it is expected that some of our home will be impacted.

COVID-19 is challenging to manage in non-acute residential care setting like aged care. We now have access to Rapid Antigen Tests, onsite Infection Control Leads and very high rates of resident vaccinations as well as 100% of staff vaccinated. Our knowledge and ability to manage COVID-19 is also far superior than what it was 18 months ago.

It is important that you know what to expect, in terms of our procedures and how decisions are made.

What to expect in the event of a COVID-19 outbreak

1. Outbreak Management Plan

At all times we follow the advice of the Public Health Unit and the Commonwealth Government in addition to our Outbreak Management Plans and the agreed Visitors Code.

Typically, in a COVID Outbreak, both the Public Health Unit and Commonwealth will direct us to 'lockdown' the home to only essentially staff and contractors to prevent transmission. Depending on the degree of risk, this can also involve:

- Co-horting residents to specific parts of the homes or potentially asking residents to remain in their room
- Deep cleaning
- Rapid Antigen Testing of all staff and residents
- Visitor Restrictions or room only visits
- Face masks use or full use of PPE

2. Communications:

- If a resident is infected with COVID-19 we will communicate closely with the resident and their family each day.
- If a resident is in a home where another resident or a staff member has tested positive, we will provide regular written communications. The frequency is indicated by the magnitude and severity of the outbreak or how quickly the situation may be changing.

3. Resident's wish

A. It is possible that some residents may wish to leave the affected facility, to temporarily live with their families or carers. RSL LifeCare will support this wish if the following conditions are met:

1. There is no Public Health Order, legislation, or regulation preventing RSL LifeCare from complying with the resident's request.

2. The Resident, and the carer/family member they are residing with, understand the requirement for the resident to remain in self-isolation for 14 days after leaving the affected RSL LifeCare facility.
 3. The carer properly understands their responsibility to provide adequate care and support to the Resident.
 4. In instances where the Resident is a high needs Resident, the carer has the proper competencies to attend to the needs of the Resident.
 5. The Resident, and the carer/family member agree to comply with any other requirements established by health authorities.
- B. RSL LifeCare would prefer to transfer COVID positive patients to hospital where practical, and with the family's consent. This decision ultimately belongs with the local health services.

These are challenging times for everyone (residents, their families and our staff). Let's work together and keep each other safe. Please refer to the [COVID-19 section of our website](#), which is regularly updated in an effort to keep everyone informed.

If you have any concerns or questions, please don't hesitate to contact your local home or email me directly at customercare@rsllifecare.org.au

Yours sincerely,



Matthew Filocamo

General Manager - Residential Care

RSL LifeCare