

19 March 2020

Dear Family Members and Friends

Important Coronavirus Update

Our aim is to ensure that our aged care homes are some of the safest places in Australia while we navigate these concerning times. As we continually monitor the spread of Coronavirus we are mindful of the need to balance our residents' and staff's safety with emotional care and compassion.

Following yesterday's announcement by our Prime Minister, Scott Morrison, and in line with the Australian Health Protection Committee's recommendation to "take proactive measures to protect vulnerable populations", we are now initiating a **voluntary lockdown** in our homes for a period of two weeks, effective 5.00pm Friday 20th March.

Not only does this decision help us keep the virus out of our homes, but it also gives us the opportunity to consult with our residents over this period to ensure we are meeting all their needs while continuing to provide individual and essential care.

We will reassess our position on Friday 3 April, taking into account the feedback we collate during this period, along with the best medical and public health advice available.

During lockdown, no visitors will be allowed to enter our homes.

We understand that there will be some exceptional circumstances, such as compassionate visits. Visitors may be able to visit the home after consulting with the Home Manager and completing a pre-screening to ensure they:

- can demonstrate that they are well,
- haven't been overseas in the previous 14 days and
- haven't been in direct contact with any person diagnosed with Coronavirus.

Staying connected.

We appreciate these new restrictions may require some adjustment and we also understand how important it is to stay connected to your loved one. You are more than welcome to call the home, or we can arrange a call between yourself and your loved-ones.

During this period, we will also be working through a range of digital options to enable residents and families to stay connected and will update you as these options are implemented.

To address any concerns you may have, we have developed and attached a frequently asked question sheet. If you have a more specific question relating to lockdown, or would like more information on the Coronavirus, please call your Japara Home Manager.

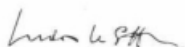
We recognise how concerning this situation is and have feedback from our residents and staff that they welcome this approach. Please know our residents are at the heart of all decisions Japara make and we appreciate their input.

Japara will continue to implement proactive measures to protect their health, wellbeing and safety by strictly adhering to the Department of Health COVID-19 Guidelines for Residential Aged Care and Japara's Infection Control Plan.

We will continue to keep you updated of any developments and we kindly ask you forward this update to other family members or friends that would usually visit.

Thank you for your cooperation and understanding during this challenging time.

Yours sincerely



Lindon Le Griffon
Chief Operations Officer

Japara Voluntary Lockdown (effective 5pm Friday 20th March)

Frequently Asked Questions for Residents and Families

We are aiming to ensure that our aged care facilities are some of the safest places in Australia. The care and wellbeing of our residents and staff is critical to Japara. This information sheet is intended to inform residents and their family members of what they need to know about the upcoming voluntary lockdown in our homes.

Question:	Answer:
<p>What does lockdown mean? Why is it necessary? How long will it be in place?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Lockdown means we are restricting visitors (including families) coming in to your home. In order to protect our residents, who are known to have the most complicated symptoms from Coronavirus, and to stop the virus getting into our homes. <input type="checkbox"/> Lockdown will be in place for 2 full weeks and reassessed after that period.
<p>What if my relative's health status changes while in lockdown?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> If it changes, the home manager will maintain contact, and you will be able to plan a visit your loved one, assuming you meet the pre-screening protocols.
<p>How can we remain in contact?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> By telephone initially. We encourage families to call our home. We are also working through a range of options such as iPad, Skype, FaceTime to enable residents and families to stay connected.
<p>Can we take our relative home? How do we look after ourselves in and out of the home?</p>	<p>Yes. However, we recommend if you do, to keep your loved one at home, practicing social distancing and good hygiene to reduce any risks. This means:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Washing hands frequently with soap and water, before and after eating and after going to the toilet; <input type="checkbox"/> Cover our mouth and nose when we cough and sneeze, dispose of tissues and wash our hands. <input type="checkbox"/> Exercise personal responsibility for social distancing measures (e.g. avoiding going into the wider community, keeping and minimising physical contact with young children)
<p>We have planned events. Can my relative still attend?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> No. We recommend not taking your loved one to external events to minimise risk.

<p>Have all activities been cancelled?</p>	<p><input type="checkbox"/> No. While we have had to cancel all external activities such as entertainers coming into the home, our lifestyle team are regularly working on activities that will keep residents entertained.</p>
<p>Can Doctors and other essential services still come to the home?</p>	<p><input type="checkbox"/> Yes. Allied health professionals will continue to visit our Homes to attend to Resident Care needs (e.g. physiotherapists, dieticians etc.).</p>
<p>Do you have enough supplies for a lockdown ie medical, food, personal protective equipment?</p>	<p><input type="checkbox"/> Yes. We are continually working with our key suppliers to increase inventory on food, personal protective equipment and other medical equipment, and these will continue to be delivered to the homes under strict hygiene and infection control protocols</p>
<p>Can I still go out into the community by myself?</p>	<p><input type="checkbox"/> At your discretion, however we would suggest that this should cease for the lockdown period as we know there are a high number of undetected / asymptomatic cases in the community that can easily be transmitted to others.</p>
<p>Can I still drop things off for my loved one?</p>	<p><input type="checkbox"/> Yes. However, we will limit access to Reception only between 9am-5pm, Monday to Sunday.</p>
<p>Does everyone need to wear a face mask?</p>	<p><input type="checkbox"/> No. Face masks are not required to be worn unless there are people who are unwell.</p>