



21 July 2022

Dear Residents and Friends

Princes Court Homes has recorded one resident and four staff members with positive COVID results in a 7 day period. This means we meet the Public Health Unit criteria for outbreak and we will be implementing our COVID plan, taking all necessary precautions to reduce the impact that this outbreak across the facility.

Co-residents in the affected unit have been tested and returned a negative result. These resident's families have been contacted and the residents in the unit are being encouraged to remain in their unit and if walking outside their unit they have been asked to wear masks. Lifestyle is being provided on an individual basis to the affected unit.

In relation to the staff that were on site in the 48 hours prior to testing positive for COVID, they were wearing N95 masks. Two of the staff members are from the administration area so had little exposure to residents.

All of our residents that meet the criteria have received their fourth COVID vaccination and the majority have received the flu injection, so this will assist in reducing any symptoms and hopefully the risk of transmission considerably. All staff are vaccinated and have completed the third booster vaccination.

We have contacted the relevant authorities and all staff will continue to wear personal protective equipment (PPE) as required until we are directed otherwise. Before the start of each shift all staff will be completing rapid antigen testing and COVID hygiene requirements are being adhered to.

We are undertaking deep cleans in all areas where there could have been transmission and staff are conducting twice daily cleaning of all touch point areas across the facility.

The facility will remain in lockdown for a minimum of seven days and to reduce the potential for COVID 19 transmission, only the one nominated visitor will be able to visit the residents. This is the person that was nominated recently on the form that was provided. Although we understand the need for some residents to have the contact with their loved ones, please consider carefully if a visit is required during this time as we have limited staff to complete the Rapid testing.

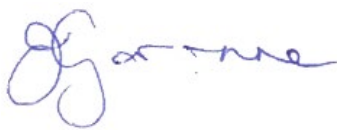
It will also be important for visitors to wear PPE and face shields, like staff do to protect everyone. If you would like to visit a resident, please contact reception on 50221022 during business hours. Visits to residents who are at "end of life" is an exception to these requirements. Please discuss this with RN on duty.

Please feel free to contact the residents by phone and we would be happy to take booking to connect your family members by phone and the use of a tablet for visual communication from tomorrow morning. Please contact reception who will organise a booking with lifestyle for you.

If you are experiencing some emotional concerns in relation COVID and would like to talk to someone confidentially about this, please contact the RN on duty, Sianne Nicholds on 0428 525 528 or you can also contact Carer Gateway on 1800 422 737 [www.carergateway.gov.au](http://www.carergateway.gov.au) and the Older Persons Advocacy Network on 1800 700 600 or <https://opan.org.au/>.

Stay safe and take care.

Kind regards

A handwritten signature in blue ink, appearing to read 'Jenny Garonne', with a stylized flourish at the end.

Jenny Garonne  
CEO