



## THOMPSON HEALTH CARE

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04/05/2020

To our Residents and Relatives

Just a quick note to follow up on our weekly updates.

### **Aged Care Visitor Access Code**

Department of Health are expected to finalize the Aged Care Visitor Access Code of Conduct by May 11. Please follow the below link to view the draft released by the Department for your perusal:

<https://www.cota.org.au/policy/aged-care-reform/visitor-access-code/>

Am extremely pleased to confirm that we satisfy all the draft requirements and have already implemented the same since over 4-5 weeks.

We have undertaken resident surveys and the overwhelming majority (almost 90%) wish for the visitor protocol to continue. They have indicated that they feel very safe and secure and appreciate the initiatives. We have had numerous emails and notes from relatives pleading with us to continue with the current protocol.

As reported earlier majority of the activities in the homes have been maintained albeit with the social distancing regulations. The residents also actively participated in the Anzac and Easter.

We understand that Mother's Day might be challenging for many families and we encourage you to call the home as soon as possible and book in a time to have a skype call or window/garden/balcony visit to avoid disappointment.

We will try our very best to make the Mother's Day special for the residents.

To sum up Thompson Health Care's current visitor protocol will continue. There is too much uncertainty to make wholesale changes. We are reviewing on a weekly basis continually mitigating the risk to your loved ones. Hopefully we can start to ease the protocols very soon.

We will continue to be very supportive to our palliative and end of life cases and will also continue weekly communications with all our relatives via newsletters.

### **Flu Vaccine**

As reported earlier from May 1 all the visitors to the homes should have had the flu vaccine. As per the requirement of Department of Health we will request for the evidence when the normal visits to the homes commence.

### **Covid App**

We will encourage support to the Covid App and request your kind participation. We are also promoting the same to our staff.

We would again like to convey our strong appreciation of your co-operation. We are indeed extremely grateful for the overwhelming support.

The homes will get in touch with you soon (if not already) for a quick survey. We will appreciate your feedback and response.

Please do not hesitate to contact Sonia, our Consumer Relationship Manager, or myself if you would like any further clarifications.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'M Bhide', with a horizontal line underneath the name.

Mak Bhide

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