



Illawarra Diggers Family and Visitor COVID-19 UPDATE

Thursday 4 March 2021

Dear Family Members

RE: Pfizer BioNTech Vaccine Rollout and Ongoing Visitor Arrangements

We are very pleased to be able to report that the long expected vaccination rollout occurred at Illawarra Diggers on Tuesday 2 March. When I wrote two weeks ago it was expected to be undertaken by Health Care Australia (HCA) on Wednesday 24 February. HCA rescheduled to Thursday 25th and then did not turn up at all.

This was quite disruptive to our residents and staff who had all done lots of preparation in anticipation.

The government reallocated the contract to Sonic Health who were scheduled to arrive on Tuesday 2 March at 8am. It was very pleasing that they did turn up on time, with a well qualified team of GP and nurses.

With the support of our Lifestyle team and care staff, they ran the clinic in the library and were able to vaccinate 96 residents and 30 staff by lunchtime.

This equated to a 96% uptake by our residents and a 99% update by the available staff. Sonic were only able to vaccinate staff with surplus vaccines after all residents were done. The rest of the staff may need to obtain the vaccine at one of the vaccination hubs being established in Wollongong but we are not yet aware.

Sonic have committed to return on Tuesday 23 March to administer the second dose to the residents and staff, which follows the required 21 days between doses.

It was a bit of a party atmosphere and residents enjoyed a cuppa and biscuits in the recreation room before and after their vaccination, which assisted with us monitoring for any adverse effects.

Apart from some minor localised "heaviness" at the injection site reported by a few staff, we are not aware of any adverse reactions from any residents or staff after the injections.

If you have any questions please contact us.

Ongoing Visits

As visitors will continue to need to be screened prior to entry, visitors will be required to ring ahead and arrange a time so that we can smooth the process in the foyer.

For this reason, visits will still be restricted to between 8.30am and 4pm Monday to Saturday.

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As in the past, if a resident is in specific need of family visits (palliative, behavioural) then families should contact us to discuss specific needs outside of the stated visiting hours.

Resident Outings

As per the previously advised requirements, residents are allowed to go out with families and friends, provided the event complies with the current Gathering and Movement Public Health Order and COVID safe rules. Families and friends are asked to declare at reception where the resident is going to and with whom so that we can track and record any issues more easily.

If you have any questions relating to this advice, or for administrative issues relating to appointments or other matters, please contact admin@illawarradiggers.com.au or call on 02 4225 4700.

If you have any requests or suggestions relating to your family member during these restricted visiting periods please contact our Lifestyle Team on their general email address at lifestyle@illawarradiggers.com.au;

As previously advised, if you wish to deliver anything to your family, you will need to do so in office hours, Monday to Saturday 8.30am to 4.30pm. The office staff will accept the delivery and ensure it gets to your family member.

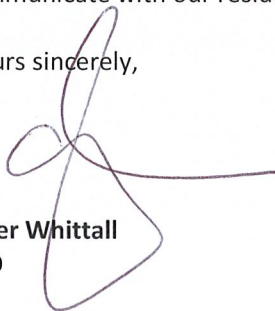
Please do not visit or deliver anything outside of these times as the admin office is not attended and care staff may be taken away from attending to residents to answer the door or they may not attend the front door if they are busy.

Should you require further information regarding COVID-19, please refer to the Commonwealth Department of Health website:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

We will continue to update our procedures and protocols in line with government guidelines and to communicate with our residents and our families and Illawarra Diggers community.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Peter Whittall', with a long horizontal line extending to the right.

Peter Whittall
CEO