



Friday 4th September 2020

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Dear Residents and Families

Re: COVID-19 Outbreak Management Plans

You will be aware, from previous letters that Wintringham has implemented many measures to keep residents, staff and visitors safe from COVID-19. These measures range from:

- consistently monitoring government directions and updating our procedures in line with those directions
- regular monitoring of all staff, visitors and residents for any sign of COVID-19
- regular testing of residents and staff who may show even minor symptoms of COVID-19
- regular and ongoing training in the use of personal protective equipment (PPE) for all our staff
- employment of extra staff to support an outbreak
- access to significant supply of Personal Protective Equipment (PPE) to ensure staff and residents are safe

In addition to these measures, all our homes have been reviewed by Government agencies to ensure we are meeting their compliance standards for COVID-19 prevention.

Whilst we are confident the measures implemented give our homes significant protection from COVID-19; we also need to be prepared for the real possibility that one of our homes could have a COVID-19 outbreak.

With that in mind, it is important you know that all of our homes have well established Outbreak Management Plans, in case we do end up with someone in our homes being diagnosed with COVID-19.

An outbreak must be declared if one resident or a recent working staff member is diagnosed with COVID-19. Should that occur, the home will be placed in immediate "lockdown". Under lockdown conditions, in accordance with government directions, visits will only be allowed if a resident is receiving end of life care.



Once a lockdown is declared, ALL residents are expected to isolate in their own room, all staff will be wearing FULL PPE (gowns, mask, face shields and gloves), government agencies are informed, all residents across the home are required to be tested for COVID-19 and staff who may have been a close contact to the original case will not be able to work until the Victorian Government's Public Health Unit declares that they can resume work.

Wintringham will inform the next-of-kin of all residents of the outbreak, within the first three hours. Our staff are reviewing next-of-kin contact information with our residents to make sure the person listed is who they want contacted. Depending on your personal circumstances, we ask that the next-of-kin inform other family and friends of the information provided in this letter.

Wintringham have established a COVID Outbreak Telephone Response Plan for each site. If there is an outbreak, you will just need to call the usual site number and our phone system will direct you to the most appropriate person to answer any questions you may have.

Should an outbreak occur, we are also proposing to have a daily update via Zoom (online video meeting) where you may choose to join a general group update with all other next of kin, where more general information about the outbreak will be disseminated.

In order to help us be as prepared as possible, we ask you to think about what questions you may want answered if an outbreak occurred. This will enable us to respond promptly and appropriately to your queries. Feel free to email any questions you have already thought of to:

communications@wintringham.org.au

Of course, we hope to never have to implement our COVID-19 Outbreak Management Plans – but wish to assure you, we have planned for this possibility.

Thank you for you co-operation and please take care.

Yours sincerely



Bryan Lipmann AM
CEO/Founder

Copy to Families / NOK and Staff

