

AMANA LIVING COVID-19 OUTBREAK MANAGEMENT

Information for residents and families



part of the Anglican community

The health and safety of residents and staff is Amana Living's number one priority, and we take the threat of COVID-19 extremely seriously. Our team has worked incredibly hard to put steps in place to make sure we continue to safely provide care and services to older people in our residential care centres as the COVID-19 pandemic has evolved.

If an outbreak is confirmed at an Amana Living residential care centre, we will activate our outbreak management plan and work closely with Federal and State Governments to protect the health of our residents and staff.



How will Amana Living contain an outbreak within a residential care centre?

If there is a COVID-19 outbreak within an Amana Living care centre, we will move quickly to contain the infection and reduce the risk of it spreading. Amana Living's Infection Prevention and Control Team will provide high level expertise, working with staff to:

1. Rapidly isolate residents within their room.
 - a. Depending on the number of cases, we will quarantine COVID positive residents within a certain area of the care centre.
 - b. Dedicated staff will be assigned to the care of COVID positive residents- these staff members will only care for COVID positive residents to reduce the risk of cross contamination.
 - c. Meals, snacks and refreshments will be delivered to residents in their room.
 - d. Medical equipment will be allocated to COVID positive residents to reduce cross contamination via contaminated surfaces.
2. Cooperate with the Department of Health to identify any other resident, staff member or visitor who has been in close contact with the person who returned a positive test result.
3. Implement restrictions at the site.
 - a. Cancelling group activities and closing communal areas.
 - b. Cancelling non-essential visits.
 - c. Screening all staff and other essential visitors prior to entry to the site.
 - d. Requiring all staff who have been in close contact to self-isolate at home.
4. Reinforce hygiene measures and undertake frequent cleaning, with designated cleaners assigned to areas where there are COVID positive residents.

How will you protect residents and staff during an outbreak?

Amana Living residents and staff are the heart of our organisation and we will work hard to support their health and wellbeing needs during an outbreak. For residents, we will:

- Closely monitor residents' health, working with GPs and the public health unit on a treatment plan for COVID positive residents.
- Test residents for COVID-19 in line with advice from the WA public health unit.
- Continue to provide high quality care to support the health and wellbeing of all residents.
- Deliver enrichment packs with activities for residents and work with them on a 1 to 1 basis to help keep them active and engaged.
- Help residents maintain social contact with families and friends through regular phone and video calls.
- Provide pastoral care support and offer chaplaincy services.





Our staff are essential to the safe delivery of the care we provide and we will support them during a COVID-19 outbreak by:

- Supplying full Personal Protection Equipment (PPE) and ensuring adequate PPE on site at all times.
 - Surgical masks, eye protection, face shields, gowns, gloves will be used by staff when caring for all residents.
- Bolstering staff numbers on site by deploying Amana Living's COVID Care Squad consisting of additional carers, nurses, administration and hospitality staff.
- Testing staff for COVID-19 in line with advice from the public health unit and monitoring staff health and wellbeing.
- Providing paid self-isolation leave to any staff member directed to self-isolate by the public health unit.
- Providing pastoral care support and access to Employee Assistance Provider for free counselling.

How will Amana Living communicate with residents and families?

We understand COVID-19 is scary and a lack of information can make people anxious. We are committed to communicating clearly and often with residents and families during a COVID-19 outbreak. The following communications channels will be available.

- Site staff will provide daily updates to residents in person about the status of the outbreak.
- Dedicated family liaison officers will provide personal updates to the immediate next of kin of residents living at impacted care centres.
 - The family liaison officers will call next of kin about the general wellbeing of the resident. These calls will be at least once a day, depending on the health of the resident.
 - If families need information about the resident's medical needs or more specific health updates, clinical staff will be available to speak with families.
- There will be a hotline number dedicated to an outbreak site so families won't have to call the main Amana Living number.
- Customer call centre staff will be available to answer general queries from families, with call centre hours extended from 7am to 7pm, 7 days a week with an after-hours service.
- Our senior team and infection control experts will hold regular briefing sessions for families of impacted care centres. These sessions will be conducted via Zoom and in person, where possible and depending on the restrictions that may be in place if there is community transmission.
- The Keep Connected Program will continue with residents and families able to book video or phone calls using this program.
- If allowed by the WA Department of Health, a safe visiting zone will be established so residents and families can see each other.
- Daily emails will be sent to families, plus we'll post updates via our COVID-19 web page – www.amanaliving.com.au/coronavirus



COVID-19 is one of the biggest public health crises we have experienced in Australia, but we are confident that we can continue to keep our residents and staff safe.

If you have any questions about Amana Living's COVID-19 outbreak preparations or management, please email them to covid-19@amanaliving.com.au.