



## Protecting our residents and staff from COVID-19

*19 October, 2021*

The health and safety of residents and staff at Vincent Court Aged Care Community is our top priority and we appreciate your support in the measures we are taking to keep these communities as protected as possible.

We have developed COVID-19 Policies and a Pandemic Plan to guide our team on prevention and, if required, effective outbreak management. We are also working closely with the Australian and New South Wales Departments of Health and Local Public Health Units, and we are closely following their combined advice.

We understand how difficult restricted visitor access can be for our residents and their loved ones, and encourage families to take advantage of our remote visits program as a way of staying connected at times when our community is not able to allow visitors.

You can be confident that our team at Vincent Court sincerely cares about your loved one and looks after them with the greatest respect and compassion. Our care team is focused on looking after each resident's health and well-being, while preserving their independence and dignity. This includes providing excellent personal and clinical care while also keeping residents connected and pursuing activities that are of interest to them. Our catering team is focused on preparing nutritious meals each day using the freshest ingredients, and residents are welcome to attend on-site Christian services and receive pastoral care.

### COVID-19 case status

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There have been no COVID-19 cases at Vincent Court.

If there is a COVID case we will upload additional information to the website and also provide updates directly to residents and their families, employees, volunteers and contractors.

### Visitor entry conditions

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Please contact the community for information about current visitor restrictions and screening requirements are subject to frequent change.

## Risk management

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As our staff represent the highest risk of transmission of infection to our residents, we are doing all we reasonably can to protect our staff from infection and to minimise the risk of transmission from staff to resident and staff to staff, while providing an acceptable level of quality care.

Our prevention measures include:

- Mandatory Covid 19 and influenza vaccination for all staff
- Strict staff screening protocols
- Mandatory wearing of protective equipment, in accordance with government guidelines
- Training and education
- Reduced staff movement within our communities, including rostering staff to work in designated zones where possible
- Minimising the number of places our staff work, where possible
- Additional hand hygiene and cleaning measures

## Continuous improvement

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We are continuing to guide residents, visitors and staff on infection control, hygiene practices, wearing of protective clothing and face masks and outbreak management in accordance with advice from the Australian and New South Wales Departments of Health and local Public Health Unit. We are also continuing to review and enhance our existing infection control framework and liaise with other aged care providers to ensure our policies and procedures continue to reflect best practice.

## Thank you for your trust

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We will continue to do everything we possibly can to keep your loved ones safe.

### **Barry Ashcroft**

Chief Operating Officer, Apollo Care  
barry.ashcroft@apollocare.com.au

### **Kylie Radburn**

Chief Governance Officer Apollo Care  
kylie.radburn@apollocare.com.au