

## Communication that residents can expect if Eventide have a Positive COVID-19 resident.

1. We will ensure that any COVID-19 positive diagnoses are communicated directly by a member of the clinical staff to the resident as soon as possible. This information will be delivered in a sensitive and compassionate way.
2. We will set up a regular process to communicate with residents, providing updates on the health and wellbeing of residents, as well as the status of the COVID-19 outbreak at Eventide. Where possible, we will facilitate direct communication between families and residents (such as phone and video calls or window visits).
3. Residents will receive a daily communication with information about what is being done at Eventide and how the outbreak is being managed. This communication will be delivered in the afternoon around 5pm.
4. We will ensure any significant clinical updates, including any decisions to transfer residents to hospital, are communicated directly via a member of the clinical or care staff to the residents at the earliest opportunity.
5. We will ensure any deaths from COVID-19 are communicated sensitively and directly via a member of the clinical or care staff to residents at the earliest opportunity. We will ensure that bereavement support is made available.
6. We will advise residents of access to the [Older Persons Advocacy Network \(OPAN\)](#), to call 1800 700 600 for support.
7. We will advise residents if they have any formal complaints and concerns, they can be directed to the Aged Care Safety and Quality Commission's free [Complaints Resolution Service](#) or by calling 1800 951 822.
8. Residents in hospital will continue to receive communication updates from Eventide, if possible and where appropriate.

## Communication that prime contact/nominated person of each resident can expect if Eventide have a Positive COVID-19 resident.

We currently have one prime contact/nominated person of each resident listed in our records. In the unfortunate event that we have a positive COVID-19 resident case here at Eventide, we will communicate with the prime contact/nominated person. We would ask that this prime contact/nominated person pass on any information to other members of the resident's families or their friends.

1. Eventide will expect a high volume of phone calls. We will endeavour to allocate resources to answer the phone. We are hoping that good initial and ongoing communication will have the potential to reduce the volume of in-coming calls.
2. We will ensure any COVID-19 positive diagnoses are communicated directly by a member of the clinical or care staff to the prime contact/nominated person as soon as possible.
3. We will set up a regular process to make a daily communication to the prime contact/nominated person of each resident at Eventide. This will provide an update on the health and wellbeing of the resident, as well as the status of the COVID-19 outbreak at Eventide. Where possible Eventide will facilitate direct communication between families and residents (such as phone and video calls or window visits).
4. We will establish a process for managing inbound calls, including referring specific requests for case updates to the outbound call team. We will develop brief talking points and question-and-answer guides for the teams managing inbound and outbound calls. We will update these daily based on operational details and frequently asked questions.
5. We will ensure the outbound and inbound call teams are adequately staffed. If Eventide is incapable of staffing these lines adequately and maintaining sufficient contact with families, we will raise this as soon as possible with our appointed Australian Department of Health case manager.

6. We will ensure a record is collated each day of issues arising from phone calls, as well as response times. This will help us identify any major issue of concern amongst families or inefficiencies associated with the process, so any arising issues can be promptly addressed. We will provide families with information regarding the free complaints process available to them by the Aged Care Quality and Safety Commission on 1800 951 822.

We will set up a regular process of sending a daily written communication to the SMS/email distribution list with information about what is being done at Eventide and how the outbreak is being managed. This communication will be delivered in the afternoon around 5pm.

7. We will ensure any significant clinical updates, including any decisions to transfer residents to hospital are communicated directly via a member of the clinical or care staff to the prime contact/nominated person responsible at the earliest opportunity.
8. We will ensure any deaths from COVID-19 are communicated sensitively and directly via a member of the clinical or care staff to the prime contact/nominated person responsible at the earliest opportunity. We will ensure that bereavement support is made available to families.
9. We will advise families of access to the [Older Persons Advocacy Network \(OPAN\)](#), call 1800 700 600 for support.
10. We will provide contact details for formal complaints and concerns which can be directed to the Aged Care Safety and Quality Commission's free [Complaints Resolution Service](#) or by calling 1800 951 822.

## Communication that staff can expect if Eventide have a Positive COVID-19 resident or Staff Member.

Communications with our staff is critical to maintain workforce.

1. We will ensure staff are kept updated of residents and staff positive diagnoses, transfers or situation changes, as well as any staff changes or surge back fills.
2. We will set up a regular process for keeping staff engaged, this will be either a SMS, regular email, Leecare message, Facebook group or virtual meeting.
3. We will establish a workflow for checking in with staff for health and wellbeing updates, ensuring privacy is maintained. We will track the testing of staff (dates and results) and anticipated return to work requirements.
4. We will Inform staff of education and support opportunities, including availability of hotel or onsite accommodation for staff wanting to protect family members.
5. We will develop a process for staff to come back to work following any self-isolation requirements.