

Protecting residents and staff from COVID-19

August 2022

The health and safety of residents and staff at Apollo Care aged care communities 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 a comprehensive Outbreak Prevention and Management Plan to guide our team on prevention and, if required, effective outbreak management. We are also working closely with the Australian and State 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 residents and their loved ones and are committed to ensuring the psychological well-being of residents during the current pandemic. We have adopted the Industry Code for Visiting Aged Care Homes and encourage families to take advantage of our remote visits program as a way of staying connected at times when our communities are not able to allow visitors.

You can be confident that the team at each Apollo Care community sincerely cares about residents and will look after them with respect and compassion. Our teams are focused on providing each resident with personal and clinical care, and where possible, keeping residents connected and enjoying meaningful activities.

COVID-19 case status

When a COVID 19 outbreak does occur, we will communicate this and provide updates directly to residents and their families, employees, volunteers and contractors.

Visitor entry conditions

Please contact your Apollo Care community for information about current visitor restrictions and screening requirements as these are subject to change.

Risk management

As our staff represent the highest risk of transmission of infection to 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 vaccination for all staff
- > Supporting residents and staff with Influenza vaccination
- > Strict staff screening protocols, including Rapid Antigen Testing when it is indicated that there is an increased risk

- > Ensuring staff and visitors wear masks and other protective equipment, in accordance with risk and government guidelines
- > Training and education of Covid 19 prevention
- > Best practice outbreak management aimed to contain the spread of cases

Continuous improvement

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 State Departments of Health and local Public Health Unit. We are also continuing to review and enhance our existing infection control framework and ensure our policies and procedures continue to reflect best practice.

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

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