



## **COVID-19 MANAGEMENT PLAN**

Kalyra has worked hard to develop a comprehensive COVID-19 Management Plan designed to minimise the chance of Coronavirus entering our aged care residences and retirement villages.

Our residents and our staff are our greatest priority, so we are leaving no stone unturned to keep them safe.

However, we know COVID-19 is an incredibly aggressive, tenacious and tricky virus that can slip through the tiniest of cracks without us knowing.

That is why our COVID-19 Management Plan includes preparing for the worst-case scenario of a COVID-19 outbreak among residents and staff.

Our Plan includes a colour-coded operating system:

<b>COVIDSafe Plan</b>	No cases in South Australia, but vigilance and best practice hygiene required to reduce the risk of transmission.
<b>Preservation Plan</b>	Transmission of COVID-19 in the South Australian community, but no suspected cases among Kalyra residents or staff
<b>Outbreak Plan</b>	Suspected or confirmed cases within Kalyra residents and/or staff

Each stage of our COVID-19 Management Plan requires all of us – our staff, residents and family members – to work together and take our responsibilities extremely seriously.

Some of the prevention measures are inconvenient or possibly distressing. But nothing would be more distressing than COVID-19 running rampant through our homes and villages.

We know from the experience of Victoria and NSW, that once inside an aged care residence, COVID-19 is difficult to stop. It is like a deadly genie that is very hard to get back in the bottle.

We thank our community for their hard work and sacrifices to date and urge you to remain vigilant, continue taking these responsibilities seriously, and continually abide by the infection control measures at all times.

Please, do not be the weak link that opens a tiny crack in our defences that allows COVID-19 to sneak through.

**Our broad operating status is as follows:**

<b>Kalyra Belair Aged Care</b> 92 residents	<b>COVIDSafe Plan</b>
<b>Kalyra Woodcroft Aged Care</b> 88 residents	<b>COVIDSafe Plan</b>
<b>Kalyra McLaren Vale Aged Care</b> 39 residents	<b>COVIDSafe Plan</b>
<b>Kalyra Vineyard Village, McLaren Vale</b> 46 residents	<b>COVIDSafe Plan</b>
<b>Kalyra McLaren Vale Village</b> 188 residents	<b>COVIDSafe Plan</b>
<b>Kalyra Belair Village,</b> 174 residents	<b>COVIDSafe Plan</b>
<b>Kalyra Bellevue Heights Village</b> 101 residents	<b>COVIDSafe Plan</b>
<b>Kalyra Woodside Village, Woodside</b> 88 residents	<b>COVIDSafe Plan</b>
<b>Aldersley Grove Village, McLaren Vale</b> 26 residents	<b>COVIDSafe Plan</b>
<b>Clients receiving home Care Packages or Commonwealth Home Support Program</b>	<b>COVIDSafe Plan</b>

Kalyra communicates proactively and regularly with our residents, clients, family members and stakeholders via email, text message and Facebook. However our website will always be the 'source of truth' for the most up-to-date information about COVID-19.

We encourage you to always check the website in the first instance. If you have a question, suggestion or feedback that is not addressed on the website, please call us on 8278 0300 or email us at [info@kalyra.org.au](mailto:info@kalyra.org.au).

**COVIDSafe Plan  
No cases**

**The following messages are current as at 12 November 2020.**

Information for Residential Aged Care Homes. Please note information for Retirement Living and Help at Home is guided by the **Green, Orange, Red** definitions and SA Health information updates at the time.

For Residential Aged Care SA Health has published [this detailed Fact Sheet](#) (19 August 2020) which thoroughly explains the restrictions on visiting aged care facilities across South Australia. This is supported by a detailed plan for Residential Aged Care in SA.

Kalyra Communities encourages all residents, families and our extended communities to read and observe these messages at all times.

Our greatest priority is to maintain a COVID-free community within our residences.

We rely on the close cooperation and discipline of all staff, residents, family members and other visitors to achieve this.

It requires some strict preventative measures and some sacrifices.

We are conscious our residents need as much normality and social interaction as possible, but safety will always be our greatest priority.

We are collaborating closely with SA Health and the Federal Department of Health and are being guided by the latest expert advice which has been formed since the tragic deaths of aged care residents in NSW and Victoria.

**Wearing masks**

Kalyra does not require staff, residents or visitors to wear masks in the COVIDSafe phase.

**Other infection control measures**

We are cleaning residents' rooms daily and have increased that to twice daily for high-touch surfaces such as light switches and door handles.

## **Staying your distance**

If you are experiencing any flu-like symptoms, even just a sore throat or minor cough, please do the right thing and stay well away from our residences.

If you don't have any flu-like symptoms, it is still critical to maintain a 1.5 metre distance from everyone else.

If you can touch someone, you are too close to them.

Please stay a full double-arm span away from others at all times.

## **Staffing**

We have also restricted carers to work at one residence or location only as much as possible, as per SAPOL Emergency Direction based on SA Health advice. This applies to permanent staff and contracted staff.

Our staff have run additional training in donning and doffing of Personal Protective Equipment (PPE), hand sanitation, and infection control. Our senior nurses are also doing additional infection control training. We have also developed a best practice COVID-19 Management Plan that is ready to roll out at a moment's notice.

## **Visitors to Aged Care Homes**

SA Health's [detailed Fact Sheet](#) (last updated 5 November 2020) thoroughly explains the restrictions on visiting aged care facilities in South Australia.

All visitors must complete the sign-in procedure and health declaration every time they visit. This includes family members, contractors and tradespeople, and all other visitors.

In other words, you must complete the sign-in process every time.

All visitors need to certify that they have had an influenza vaccine this year (ie in 2020). You can either [upload your vaccine documentation here](#) or bring the paperwork in and we can do it for you.

We cannot overstate the importance of this process in saving lives. Apart from screening out risks, it greatly improves the speed and accuracy of contact tracing if a positive case is identified.

Even though we know our residents' families and friends are careful in their behaviour, visitors are a potential risk for COVID-19 infecting our residents, so this pre-screening process is a vital discipline.

It has already stopped a number of people who have not had their flu shot from entering our residential aged care homes.

If our staff find you have provided inaccurate information on your visitor declaration, we won't hesitate to call the SA Police.

It is an offence that carries a \$20,000 fine for the individual and a \$75,000 for fine Kalyra.

### **Visitor procedures (Residential Aged Care Homes)**

#### *When you arrive*

- Please present to the reception desk to show your email confirmation of your flu vaccine.
- Wash your hands thoroughly using the sanitiser/wash basin.
- Have your temperature checked by a Kalyra staff member.
- Complete the health declaration, and
- Wear a visitor sticker for the duration of your visit.

Once you have completed these steps, you are welcome to visit your loved one IN THEIR ROOM ONLY unless negotiated with staff according to risk analysis and according to the guidelines below.

#### *Visiting guidelines*

- Proceed directly to the resident's room.
- Do not pause in any common areas or interact with any other residents.
- Maintain at least 1.5 m distance (social distancing) of others at all times.
- Remember, if you have any cold or flu symptoms DO NOT visit.

### **Virtual Visits**

During the last shutdown we increased our ability to run Virtual Visits via Zoom, Skype or Facetime.

In coming weeks we will update our databases so we have the preferred points of contact for our residents, and their preferred video platform.

This will make Virtual Visits easier in the event of a lockdown.

### **Going out**

Under the current COVIDSafe status (green) you are welcome to leave and return to Kalyra at any time but you will be asked to complete a one-off fact sheet/form.

Upon return to Kalyra, we will check your temperature and wellbeing after each outing (except when you have only left the home for a walk around the site).

Visitors can still take their loved ones out for coffee or lunch, but we strongly recommend you observe the following to minimise risk:

- Avoid crowded venues.
- Avoid busy times.
- Opt for outdoor tables.
- Strictly observe hand sanitisation and social distancing at all times.

### **When a resident has flu-like symptoms**

If a resident presents with mild respiratory symptoms we will have them tested for COVID-19 as a precaution.

While awaiting results, the resident will be asked to stay in their room and their visitors will be temporarily restricted until the test results come back.

The resident awaiting test results will be supported by a dedicated carer wearing full PPE in line with our COVID-19 / influenza action plan.

We will keep family members updated as quickly as possible about any symptoms, tests and results.

### **Planning for the worst**

Despite their best efforts, more than 65 aged care homes in Victoria were unable to keep COVID-19 locked out of their facilities. It is a sobering reminder of how difficult it is to defend our elderly against it.

While we are doing everything in our power to minimise the chances of an outbreak in Kalyra Aged Care, it would be irresponsible for us not to plan for the worst.

If transmission of COVID-19 occurs in the wider community, we will apply our Preservation Plan (orange stage) where there will be tighter restrictions for residents and visitors and additional infection control practices by staff.

These may include:

- Restricting or cancelling visits.
- Restricting staff access to only those who perform critical functions.
- Further increasing cleaning.
- Increasing health screening.
- Identifying geographical hotspots and not allowing visitors from those areas.
- Postponing staff leave.
- Activating a call centre to provide information to residents and families.

If COVID-19 manages to find its way past SA borders and our defences resulting in a suspected or confirmed case of COVID among residents or staff, we will immediately implement our Outbreak Plan (red stage).

This would include:

- Residents will be confined to their rooms.
- Any resident who has symptoms and is awaiting a test result will be isolated in their room and would be cared for by a dedicated specialist carer wearing full PPE.
- Any resident who tests positive will be immediately transferred to Royal Adelaide Hospital in accordance with SA Health guidelines. More information is available [here](#).
- Any staff member who has symptoms and is awaiting a test result will be required to stay at home and self isolate.
- All visits will cease until further notice. Exceptional circumstances would be considered on a case by case basis for urgent need only.
- Deep cleaning will take place in relevant areas or across the full facility.
- Access to rapid COVID testing from SA Health

### **Communication**

We know clear, consistent, two-way communication is critical in a situation like this.

Our website will always be our “source of truth” for the most up-to-date information. However we will continue communicating any changes or updates via email, text message, Zoom meetings and our website.

If you wish to be added to our distribution list, please email us at [info@kalyra.org.au](mailto:info@kalyra.org.au) and let us know if you would prefer updates via email or text messages.

Also, while we often communicate with wider family and friends in our “business as usual” mode, please be aware that in the event of an outbreak, our primary communications will be with Next of Kin and we would rely heavily on that person relaying information to others.

Our most up to date information can be found at [www.kalyra.org.au/coronavirus](http://www.kalyra.org.au/coronavirus).