



20 March 2020

Coronavirus (COVID-19) Update

Dear all

I want to update you on everything we're doing to prepare for coronavirus or Covid19 and what you need to know and do as a retirement living resident.

Jessie Brown set up Kalyra to help people in need and we have been doing that for 128 years.

We've delivered care through the polio and tuberculosis epidemics and the aids crisis. We're exceptional at providing the support people need in these difficult times and managing infection control.

What are we doing right now and what do you need to know?

- **Our retirement villages and residential aged care facilities are *NOT in lock-down*** at this point in time. However, there are new measures for visitors to our residential aged care facilities to protect the most vulnerable in our community. See attached fact sheet **for visiting our residential aged care facilities only**
- We have enacted our **Pandemic/Epidemic Policy and Procedure** which will guide our decision making going forward.
- Our **Kalyra Pandemic Response Team** of experts has been meeting daily to plan and manage our response and ensure that what you hear from us about Covid19 is based on **FACTS**.
- In our residential aged care facilities, **volunteer group activities are suspended** such as bus trips but volunteers/community visitors who visit particular residents without relatives close by are still welcome to provide support. The Belair café is also now closed.
- We are **managing our stocks** of masks, gloves, hand wash etc carefully and, as a frontline service, we will have priority access to additional supplies when needed.
- We have a range of measures in place to ensure **our staff are trained, available and ready** to respond to Covid19 across all our services including retirement living

I want to commend the Residents' Committee and Social Committees for being proactive in responding so responsibly to social events planned in the near future. Please continue to liaise with the Village Managers to ensure you have the latest advice however as independent residents I have every confidence the decisions you make over the coming days and months will be in the best interests of the Kalyra community as a whole.

Information for Belair Retirement Living Residents

Happy Hours have been suspended following the cancellation of the annual BBQ however card days, the cinema and other events at the Village will be reviewed by the organisers on a case by case basis—contact the organisers or Village Managers for details.

The Saturday Bridge and Tai Chi, Kalyra Bus on Tuesday and City of Mitcham Bus on Thursday have been cancelled until further notice as has the 'Stand Up for Hip & Knees' presentation on 25 March. Paula the hairdresser and the podiatrist will be attending as usual for now.

The Golden Rules

Remember the most important thing you can do is practice good hygiene:

- Wash your hands
- Avoid touching your face
- Cough/sneeze into your elbow or tissue
- Keep a respectful distance (or social distancing)
- And stay away if you are unwell or have travelled internationally in the past two weeks

Kalyra is well-prepared

Kalyra is well prepared to respond to the risk of Covid19. We will work together and keep doing what we do best—providing outstanding aged care and accommodation services to you every day.

Most importantly I ask you to look after your health, keep looking after each other and remember that we are doing everything we can to protect our Kalyra Community. Try to limit watching the news and social media and focus on the expert information provided by the [Department of Health](#) and [Kalyra](#).

Best wishes

Sara



Sara Blunt
Chief Executive Officer
Kalyra Communities