



Sunday 22nd March 2020

COVID-19 Update

We want to touch base about the current situation regarding COVID-19 (also known as the Coronavirus), and let you know what Tarampa Lodge is doing to protect our Customers, residents and staff. It is important for you to know that we **do not** have any suspected or confirmed cases of the virus within our relationship network. While there is a potential for disruption to services, at the moment we are business as usual, with additional protocols introduced, as described below.

The health and wellbeing our Customers, residents and staff is our priority and we are closely following advice from the Department of Health, which publishes information and updates on its website at www.health.gov.au

The Australian Government has provided advice about what to do if you are unwell:

- Anyone that has recently returned from a country or region that is high or moderate risk for coronavirus should immediately self-isolate for 14 days
- Anyone who comes into contact with a person with suspected or confirmed coronavirus should immediately self-isolate for 14 days
- Anyone who is unwell or showing symptoms of illness should seek medical advice.

Tarampa Lodge has also implemented the following protocols:

- As of Monday 23rd March, we will be implementing protocols for all visitors to Tarampa Lodge. ***If you are planning to visit your loved ones, it is imperative that you 'check in' at reception prior to proceeding further onto the premises.***
- Tarampa Lodge have now indefinitely suspended all outings, except for essential appointments. We are reviewing, based on latest Government advice, our daily shopping trips to Lowood and expect we will cease those as early as this week. We will have arrangements in place to ensure that residents still have access to shopping etc.
- We have today, based on the latest Government guidelines, determined that it is in the best interest of all our residents, to suspend any external social activity provision; that is, outings provided by other service providers. This is to limit the external contact our residents have to help prevent the spread of the virus.
- We have sent a communication to known external service providers about Tarampa actions and have requested confirmation on their preventative measures
- We have made a decision that one of our Directors works from home for the time being, so one can source supplies while the other runs the facility
- We have released our own policy and procedure on Dealing with the Coronavirus in the workplace
- In the event that the virus does become an issue for us, we have already determined:
 - alternative arrangements with our GP, Psychiatrist and Community Visitor to conduct appointments via Skype or Face time, and for the safe delivery of medications to site, and
 - what staff are prepared to remain at work to ensure continuity of care, should we need to go into Lockdown

Additionally, our staff are not permitted to attend work if they are unwell and cannot return until they can produce a full clearance from their treating medical practitioner.

Residential Address

449 Lowood/Minden Road

TARAMPA QLD 4311

ACN: 010 538 020

Telephone (07) 5426-8314

Fax (07) 5426-8295

Email admin@tarampalodge.com.au

Postal Address

PO Box 40

LOWOOD QLD 4311

ABN: 41 682 841 814

WEBSITE: www.tarampalodge.com.au



What we need from you:

- If you, or anyone in your household, meet any of the criteria regarding the Government advice listed on page 1, please advise us prior to visiting Tarampa Lodge. We can describe the procedures we have implemented in the hope will offer the highest level of protection for our residents. We encourage you to get your information from trusted sources such as the Australian Government Health websites, rather than social media.
- All visitors to Tarampa Lodge **must** first 'check in' at Reception prior to entering any further on to the premises.
- Please limit the number of people who come to visit Tarampa Lodge. **Anyone under the age of 16 years of age** not be brought to site (under the guidance related to Aged Care Facilities)
- If you plan to take any of residents away from Tarampa Lodge, please ensure you maintain yours, and their hygiene. It is also worth documenting who you may come into contact with, and where. This is critical for us as we need to ensure we can limit any introduction of the virus to our other residents, some of whom fit the high-risk criteria.
- Please comply with the Social Distancing recommendations as released by the Australian Government.
- Prior to a resident's return to Tarampa Lodge, please take their temperature. If theirs, or your temperature is at 37°C or higher, you will not be permitted admittance to Tarampa Lodge.
- Most importantly, don't panic! We are implementing all reasonable actions necessary to either prevent, or in the worst-case scenario, contain the spread of the virus.

Feel free to contact us at Tarampa Lodge if you would like more information. You can call on 07 5426 8314, or email to admin@tarampalodge.com.au

Kind regards

Marcelle Young
Manager, Tarampa Lodge

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