



St Basil's Homes for the Aged in Victoria

ABN: 41 070 511 616

10 July 2020

Dear Relatives, Resident Representatives & St Basils Fawkner Visitors

We wrote to you in May about our purpose made visiting areas for contactless restricted face to face visits but behind glass windows to avoid the spread of any COVID-19 and introduction of our automated booking system. They proved quite successful and seamless and were quite popular. Unfortunately, we have had to close that system down for the time being and restrict visits due to the latest Victorian Government imposed Stage 3 restrictions and preceding that the fact that our postcode, Fawkner was in a lockdown area.

Unfortunately, the rapidly escalating Spread of COVID 19 (Coronavirus) has now affected us. A staff member at the Nursing Home West Wing who was asymptomatic had a sibling test positive and went for testing and immediate self - isolation and has now returned a positive test. We have notified the authorities and we are undertaking all measures as advised and recommended by them.

We have placed three staff members who had been in close contact into self-isolation on full pay and they have been tested but we do not have any results back yet. We have also instigated deep cleaning and sanitisation for all areas affected. We have encouraged all staff members to test and we have placed our residents who may have been in contact with the staff affected in isolation and close observation.

So far none of our residents are exhibiting any sign of infection.

All of our dedicated staff are working tirelessly in providing a safe and comfortable living environment for our residents in their home. The health and safety of our residents and our staff is our first priority and we appreciate your support in the measures we are taking to make our home the safest possible place for older people to be.

We understand that some of you will have questions that you may wish to ask, and we are happy to answer them. But we want to assure you that we are doing everything possible to overcome what is a difficult situation.

We also want to remind you that it is still possible to contact your loved ones via our iPads on Facetime and Skype and the details have been published before and are also available on our Web site and we have printed them again on the back of this letter. We encourage you to make use of this feature to contact your loved ones and we want to stress that these days such contact is very easy to establish from any smart phone especially with iPhones using the Facetime feature.

Thank you for your understanding and we wish that you and your family stay safe in these difficult times

Vicky Kos

Facility Manager and on behalf of the Chairman of the Board of St Basil's Homes for the Aged in Victoria



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In order to have a face to face video conferencing call on our iPads with any of our residents these are the following options:

PLEASE KEEP ALL CALLS TO A MAXIMUM OF 10 MINUTES

WE HAVE TO ALLOW TIME FOR ALL OF OUR RESIDENTS WHO WISH TO USE THIS SERVICE

For FACETIME anyone can call immediately

HOSTEL iPad

stbasils.hostel@icloud.com

NURSING HOME iPad

stbasils.nursinghome@icloud.com

For SKYPE the caller needs to send an invitation and be accepted before they can call.

HOSTEL iPad

Stbasils Hostel

NURSING HOME iPad

Stbasils Nursinghome