



SOUTHERN CROSS CARE (TAS) INC

Mary's Grange INC.

State Administration

ABN: 18 773 507 851

18 March 2020

Dear Consumers and Families,

RE: INFORMATION UPDATE ON NOVEL CORONAVIRUS (COVID-19)

Southern Cross Care (TAS) Inc and Mary's Grange Inc, collectively referred to as "SCC", would like to provide you with assurance that we have and are taking steps to implement the measures required by the Federal Government in today's media release.

If you are not aware of these, we would encourage you to visit:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

or listen to the news to get the most recent updates.

The key items announced are the requirements to strictly limit visitors to consumers – two visitors per consumer at a time. These visits are to occur in the consumers room, outdoors or in a facility designated area. We have also been required to cancel large group activities, any external entertainment providers and school groups, restrict the visiting of children under 16 to extenuating circumstances only. As an approved provider we do have the ability to grant exceptions to these visiting requirements in extenuating circumstances, such as palliative care. These should be discussed with the Facility Manager.

To enable SCC to manage the requirements of limiting visitors to our facilities we are implementing the following actions:

- Reducing visiting hours to between 7am and 7pm effective immediately, this includes weekends
- Mandatory completion of the information request form located in our foyers between now and Monday, March 23rd
- From Monday, March 23rd between 7am and 7pm you must report to reception where the following information must be provided:
 - Who you are visiting
 - Your name and contact details
 - They will ask you questions to ensure that you have complied with any self-isolation directions from the Federal or State Government

Please be aware that if visitors fail to comply with these Government mandated directives, we will require that they leave the facility and we will call police for assistance should it be required. Further to this, if visitors consistently do not comply with the above, SCC will have no choice but to escalate our response to a Level 4 complete shut down.



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As an organisation we are relying on you to follow all advice provided by the Department of Health to support SCC in keeping our vulnerable consumers and staff safe and healthy.

If you suspect that you may have COVID-19 or if you have been in contact with someone who does, it is important that you contact the **Tasmanian Department of Health on 1800 671 738**.

There is a copy of our Emergency Preparedness Outbreak Plan available on our website: www.scctas.org.au and a variety of information on display in our front reception at all facilities. Please ensure you read any signs at our facilities and follow their directions. This includes practicing good hand hygiene on entry and exit of the facility and during the your visit.

We will continue to monitor closely any updates required by the Federal or State Government and update our plans and you accordingly.

Thank you for taking the time to read this information and continuing to support SCC in our endeavors to provide the best quality of care for our consumers.

Yours sincerely

Richard Tyberek
ACTING CHIEF EXECUTIVE OFFICER