

Latest Announcements

Our **Residential Care** Facility is currently closed to visitors and non-essential contractors, as of July 16, 2020. This closure is based on NSW Health directives to Residential Aged Care Facilities in a number of Local Government Areas.

This is a precautionary measure only, and there are currently no cases of COVID-19 among our residents or staff.

Our Residential Care site continues to accept new permanent and respite care residents.

Help at Home continues to provide home care services to older people and people with a disability living in the community.

Our Centre Based Respite is also currently closed, but continues to offer social support remotely, please see below for more information.

If you have any (non-urgent) queries about COVID-19 and St Sergius Aged Care, please email reception@StSergius.org.au. or if you wish to discuss any information below. For any urgent matters relating to a consumer, please contact the relevant RN directly.

For the latest information and restrictions in Sydney, please visit the [NSW Government website](#).

Planning & precautions

Since the COVID-19 crisis began, St Sergius has spent significant time and resources to ensure we are doing everything possible to protect our residents, staff and community through this challenging time, and prepare for a potential outbreak. Below is an overview of some of the planning and precautions we have implemented:

- The St Sergius COVID-19 Management Team (MCMT), meets daily to update our own planning and precautions, implement all NSW Public Health Unit (PHU) directives and ensure we are following the latest NSW Health guidance and information regarding cases and hotspots in NSW.
- All staff and essential contractors are now wearing surgical masks onsite in Residential Care, as recommended by NSW Health, as well as undertaking a temperature check and completing a daily health declaration and annexure regarding hotspot locations.
- Supplies of Personal Protective Equipment (PPE) including masks are now in place.
- An Outbreak Management Plan has been established, overseen by the Infection Control Coordinator. This plan covers everything from signage to infection control protocols and communications.
- Dedicated COVID-19 Isolation areas are in place at each of our Residential Care sites, to be used in the event of an outbreak. If required, these areas can be activated immediately. They will be quarantined from the rest of the site,

including separate staffing and equipment, increased cleaning protocols and other precautions.

- Staff have received additional training to manage care of any infected residents should the need arise.
- All staff continue to receive training in the latest precautions and protocols introduced.
- An agreement with a nursing agency is in place to provide care staff should large numbers of St Sergius employees be required to self-isolate.
- Our Catering Department has contingency plans in place should replacement kitchen and dining staff be required, as well as alternative menu plans should food supplies be interrupted in the case of a more widespread community outbreak.

Residential Care

- Our residential care facility is currently closed to visitors and non-essential contractors, as of July 16 2020. These closures are based on NSW Health directives to Residential Aged Care Facilities in a number of Local Government Areas.
- This is a precautionary measure only, and there are currently no cases of COVID-19 among our residents or staff.
- Our residential care facility continues to accept new permanent and respite care residents.
- Providing the best care for residents at each of our facility continues to be our focus. This includes strategies to support individuals' social and emotional wellbeing through these challenging times, especially when isolated. We have introduced the Love window, assisted video and phone calls to keep residents and their loved ones connected. Allied Health and Leisure & Lifestyle programs are continuing with safe social distancing practices in place.
- All staff and essential contractors are now wearing masks while onsite, and undergo daily health and temperature checks. Our clinical staff continue to monitor residents for any signs or symptoms of illness and we have rigorous testing and isolation policies in place. Additional cleaning protocols are in place across our facility, along with additional hand sanitiser and hand-washing stations.

Help at Home

Our home care service has also implemented stringent precautions and procedures to help protect our vulnerable consumers, as well as providing additional support.

Changes we have made include:

- All care staff carry sanitiser and wear masks and gloves while in consumers' homes.
- Our Home Services Manager is working closely with her allocated carers to ensure that they complete daily health and location checks, and are updated on the latest precautions and procedures.
- Wherever possible, carers and consumers are paired together to minimise multiple contacts.

- Universal hygiene precautions are followed by all employees, who have also received additional education and training in infection prevention and control.
- All staff continue to receive training in the latest precautions and protocols introduced.
- We ask consumers to take the same precautions as staff. If a consumer or member of their household are unwell in any way or have visited a known COVID-19 hotspot location, please disclose or reschedule ahead of your appointment.
- New services have been added, including meal deliver, and assistance with shopping.

Day Programs

The Centre Based Respite is currently closed as a precaution.

We offer to continue remote engagement and support via phone/email/web-based monitoring services to consumers and families.