

ABERLEA COVID-19 COMMUNICATION PLAN

INTERNAL COMMUNICATIONS

TRIGGER:

Outbreak Declared (one staff member/one resident/one frequent attendee)

ACTION:

Activate Outbreak Management Plan

HOW:

Combination of SMS, Emails, Flyer, Memorandums, GoTo Meetings and Phone calls

WHO TO CONTACT:

Government Agencies

Victoria Public Health Unit (DHHS) via phone

1300 651 160

Commonwealth Department of Health via email

agedcareCOVIDcases@health.gov.au

Worksafe

Ph. 13 2360

Please refer to the WorkSafe website for further detailed information

<https://www.worksafe.vic.gov.au/notifiable-incidents-involving-coronavirus-covid-19>



Aberlea Inc.

South West Healthcare

55 631 597 (Infection Prevention Team)

or 5563 1666 (after-hours Coordinator)

Aged Care Quality and Safety Commission

800 951 822 (free call)

OPAN (Older Persons Advocacy Network)

1800 700 600 (free call)

VACRC (Victorian Aged Care Response Centre)

Via email: VACRC.COVID19Notifications@health.gov.au

STAKEHOLDERS

Board of Management (Email, phone, GoTo meetings)

Chairperson:	Michael Murphy	Ph. 0418 991 750	Email: mimurph@hotmail.net.au
Vice Chair:	Doug Parker	Ph. 0429 992 954	Email: doug.parker237@gmail.com
Treasurer:	Morris Clarke	Ph. 0408 384 871	Email: mclarke3272@gmail.com



Aberlea Management (Email, phone, GoTo meetings)

CEO	David Knight	Ph. 0455 772 578	Email: ceo@aberlea.com.au
Director of Care / Outbreak Manager	Phil Irvine	Ph. 0447 626569	Email: doc@aberlea.com.au
Care Coordinator	Helen O'Brien	Ph. 0439 700 652	Email: cc@aberlea.com.au

Staff

Communication with staff will be via group texts, memos, GoTo meetings, emails, eCase Message Board and phone calls where required.

A spreadsheet has been compiled containing staff names, phone numbers, email addresses and Medicare numbers. This list contains confidential information and will only be provided to the Public Health Unit in the event of an outbreak.

Located on secure Aberlea server:

<Z:\Human Resources\Staff\Staff Email Addresses, Medicare Nos & phone numbers.xlsx>

EXTERNAL COMMUNICATIONS

HOW:

Direct Phone Contact, SMS, Email, Local Press and Website.

Blanket Information & Updates

All external stakeholders to receive messages as outline provided by the OPAN website. CEO or Board Chair are the only individuals who can deliver this message unless otherwise nominated by them.

Social Media/Web Site CEO Glen Bernoth
Glen@gbmtechnology.com.au 0417365808

Resident Families CEO Hard Copy Letters, Email Group, Text Group

Local Media CEO Glen Bernoth

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Individualised Resident Family Contact

Personalised Family/Contacts

A team is to be established with the goal of contacting each resident's family with direct updates daily. Each Resident Contact (contact do be declared one per family) will be contacted by the communications team daily and provided an update. One suggestion is that isolating staff members could be used in this function. In the event of resident transfers, it will be the job of this team to provide updates from the hospitals to the residents. Daily communication remains our responsibility in this event, not the hospital.

Secondly each resident is to have a facilitated virtual in person meeting with the nominated contact daily, if requested/required. We need to ask each family member how often they wish this to occur. This can be via iPads or phone, additional should/will be purchased if required. The activities team will need to be boosted to provide this service. Window visits could also be considered as part of this process. To supplement this a daily email well be sent (by TBD) explaining changes to processes regarding food, laundry, infection controls, staffing levels even if there is nothing to report.

A spreadsheet has been compiled containing residents' names, room numbers, Medicare numbers and contact people. This list contains confidential information and will only be provided to the Public Health Unit in the event of an outbreak.

File location on Aberlea secure server:

[..\Aberlea Residents Contact Details - Outbreak Use.xlsx](#)

Dedicated mobile phone number

A dedicated phone number has been set up for COVID-19 outbreaks.

Ph. No:0491 905548

Along with the blanket media discussed above the CEO and DOC will host a weekly GoTo meeting to address any additional family concerns. This can be open to all family members not just nominated contacts along with the interested community members.



The below documents have been provided by OPAN Communications for further information:

Know your Rights during COVID 19 https://opan.com.au/wp-content/uploads/2020/08/OPAN_COVID_Know-your-rights-ERA-A4_V5.pdf

1. Requirements for bringing loved ones home during COVID-19 https://opan.com.au/wp-content/uploads/2020/08/OPAN_COVID_Home-transfers-ERA-A4_V3.pdf
2. You may have noticed some changes around here https://opan.com.au/wp-content/uploads/2020/08/CET_RACF_ERA_A5_V3-FOR-PRINT.pdf
3. Helpful video from Dr Norman Swan https://opan.com.au/wp-content/uploads/2020/08/OPAN_COVID_Explainer-Video-Fact-Sheet_ERA-A4_V3.pdf

This comms plan has been prepared based on the resources provided by OPAN and in particular the below checklist;

https://opan.com.au/wp-content/uploads/2020/08/OPAN_COVID_Provider-Checklist-ERA-A4_V3-1.pdf