



CONSUMER UPDATE | COVID -19 UPDATE

1/6/20

As the government has commenced easing of the restrictions resulting from the COVID 19 Pandemic, I am writing to provide an update about the Regal actions to keep you safe. Regal implemented the company wide Pandemic Plan on 18th March and this involved:

- Screening of all new referrals and staff
- Screening and quarantine of the Regal workforce until testing results were available.
- Provision of additional supplies of Personal Protective Equipment
- Communication to all DVA veterans with provision of health advice from the Chief Medical Officer of Australia.
- Implementation of the expanded services offered by DVA including Telehealth, ability to request assistance with meal preparation or laundry
- Completion of Pandemic Plan for every veteran so they have an up to date reference in their home of their current medical status and services delivered.

Whilst COVID 19 cases have been low and restrictions are easing, Regal will continue to be vigilant and implementing the above actions. It is vital that we all continue to be aware about the hygiene, physical distancing, and for those people with a 'smart phone' downloading the COVID19 application, as recommended by the Chief Medical Officer. Influenza vaccination by your GP is also recommended.

Regal is seeking the assistance of all the families we serve, to **notify Regal before the visit**, if anyone in the home displays any signs of upper respiratory infection such as fever, cough, sore throat, runny nose and/or sneezing, so a Nurse can complete a telephone screening. To date I can report that 5 veterans and 7 Nurses have been tested for COVID 19 and all have been negative. Testing is assisting the Ministry of Health in understanding the behaviour of the virus and for contact tracing.

We look forward to supporting you through the Pandemic.

In good health

Jude Foster
Clinical Director