

Media release

10 Aug 2022

COVID outbreak in Bundaleer's Aged Care Community is showing positive signs of containment

Bundaleer has been managing a COVID outbreak in the aged care community for the past three weeks, which is now showing positive signs of containment.

The outbreak, which began on 18 July 2022, has resulted in 45 residents and 5 staff testing positive to COVID.

COVID case numbers have now slowed. The last positive case was detected on the 7 August 2022. The outbreak has been contained to the aged care community, and has not spread to the co-located retirement village and home care service.

There are currently 18 residents and one staff member still active with COVID.

Bundaleer was acquired on 1 July, 2022 by national aged care provider Apollo Care.

Chief Operating Officer of Apollo Care, Barry Ashcroft said, "The health, safety and wellbeing of all those residing and working in Bundaleer Aged Care Community is Apollo Care's top priority."

"We are doing everything possible to prevent further spread of the virus, including following the combined advice of the Australian and New South Wales Departments of Health and the Local Public Health Unit," he said.

Mr Ashcroft said he understood the past three weeks had been a challenging time for residents and staff at the Bundaleer Aged Care Community.

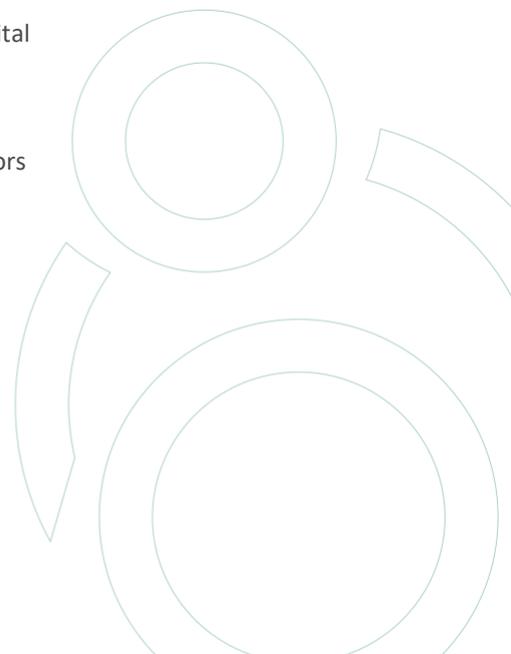
"COVID continues to impact all parts of our community, but none more-so than the aged care sector," he said.

"During a COVID outbreak restricting visitor access to the community is a vital part of helping to prevent further spread of the virus and keep residents as protected as possible," he said.

"However we have sought to ensure all residents could access limited visitors to support their psychological wellbeing, which is in keeping with the NSW Health Guidelines."

"We know that visitor restrictions can be difficult for residents and their families and we thank them for their cooperation," he said.

"We aim to do as much as possible to keep residents feeling connected to others through a modified lifestyle program and a remote visits program that uses Facetime and Zoom," he said.



“I would also like to commend the Bundaleer team for the care and compassion they have shown residents during these testing times.”

Mr Ashcroft encouraged any members of the community with questions about Bundaleer’s COVID outbreak or suggestions for ways Bundaleer could improve its COVID response to raise them directly with Apollo Care through the address feedback@apollocare.com.au.

“Feedback from residents, families and staff is important to us so we can make positive changes. We also love hearing when we’re doing something well,” he said.

Apollo Care is a national provider of aged care with aged care communities in New South Wales and Queensland.

The organisation has a unique vision to ensure the long-term viability of not-for-profit providers, like Bundaleer, that play such an important role in the local Wauchope community.

Apollo Care will support Bundaleer with a highly experienced management team, industry-leading care governance, an award-winning staff culture program, technology enhancements, and the injection of capital to fund a maintenance and improvements program.

FURTHER INFORMATION ON OUTBREAK MANAGEMENT AT BUNDALEER

- **Current visitor limitations**

Full visitor restrictions are in place (excluding essential visitors) as per the NSW Health Guidelines.

This means that every resident that does not have COVID can have at least one visitor to support their psychological wellbeing.

These visitors are required to take a Rapid Antigen Test before they enter the facility and are required wear a mask inside the facility. They must also complete routine screening questions.

They are able to spend time with a resident either in the garden or in the privacy of the resident’s room.

- **When will these limitations ease**

Visitor restrictions will remain in place until approx. 7 days after the last COVID case has been identified. The decision to ease restrictions is made by the local public health unit.

We anticipate closure of the outbreak next week.

Normal visiting conditions will then apply, which means residents are limited to 2 visitors per day.

- **Current movement restrictions for residents with active COVID**

The Public Health Unit recommended that Bundaleer residents with active COVID were asked to stay in their room.



- **Current movement restrictions for all other residents**

The Public Health Unit recommended that residents living within a court that is defined by NSW Health as being considered a red zone (active COVID cases), are also asked to remain in their room.

Residents living within a court that is defined by NSW Health as being considered a green zone (no active COVID cases), are allowed to mingle in their court.

- **How Bundaleer Aged Care Community is keeping families of residents updated on the outbreak**

The current database of representatives / nominated family members was emailed the following COVID updates from the Acting Care Director:

- Notification of the outbreak and changed visitor access – 21 July 2022
- COVID update and visitor access update – 8 August 2022

We are currently updating our contacts database to ensure all residents and representatives receive communication in a timely manner.

ENDS

For further information please contact:

Barry Ashcroft

Chief Operating Officer, Apollo Care

Phone 0418 689 599, **Email** Barry.ashcroft@apollocare.com.au

Katie O'Brien

Chief Marketing Officer, Apollo Care

Phone 0412 233 720, **Email** Katie.obrien@apollocare.com.au

