



Pennwood

Quality Care with European Flair

25 March 2020

Dear families and friends of Pennwood,

It's hard to imagine that only a few weeks ago we were all going about our normal lives!

We want to acknowledge what a difficult time this is for you and your loved ones. The visitor restrictions we have had to implement are hard on all of you and we know it's causing a lot of angst.

Obviously, this is also a very difficult time for residents and for the staff that care for them.

Our main goal is to keep the residents and staff safe and unfortunately that means keeping as many people out of the facility as possible. However, just because you can't hug and kiss your loved one at the moment, it doesn't mean you can't maintain contact.

Here are some alternative ways of sending some love and comfort:

- We have purchased extra iPads for each house so that residents and their loved ones can video chat through Skype, Facetime or WhatsApp (if you want to do this very regularly, you might consider buying a tablet or a smart phone for individual use). Please book your virtual appointment time through email address: communication@pennwood.org.au or messenger on Pennwood's facebook page. If this is not possible call 8341 0401 to book an appointment.
- You could send a care package with their favourite snacks, lotions, books, magazines, puzzles etc. This could be dropped at the front door and a staff member will take to your relative.
- You could email us your relatives favourite music, or movies and our staff will facilitate this.

We will work with you to help in any way we can. We are very aware that emotional support is crucial to our resident's wellbeing (and yours), however, due to such a high risk to their physical wellbeing from the coronavirus, we strongly encourage you to stop visiting altogether or severely limit your visits and make use of these other strategies instead.

Another thing to consider is that no one (including staff) will be allowed on site after 1st May if they have not had a flu vaccination (as per Government directive). We encourage you to get your flu shot as soon as possible. Once you have received your flu shot please keep a record so we can update our files.

If you would like to send messages of support to the staff, we'd love you to email us so we can share your words of thanks and encouragement on our internal communication app.

They'll need a bit of love and comfort through all of this too and I'm sure it will lift their spirits to hear from you. We are very lucky at Pennwood to have such a wonderful team who are dedicated to ensuring your loved one is cared for at the highest of standards.

The best way to communicate with Pennwood staff currently is via a new email address that will go directly to members of the leadership team. Please email communication@pennwood.org.au with any questions or concerns and we will respond as quickly as possible. We will also be posting regular updates on the Pennwood Facebook page so please connect with us there if you haven't already <https://www.facebook.com/pg/PennwoodAgedCare/>.

For information on the coronavirus disease (COVID-19), call the Australian Government's National Coronavirus Helpline on 1800 020 080.

Take care and know that this won't be forever.

A handwritten signature in grey ink, appearing to read 'Kimberley Moss'.

Kimberley Moss
Business Manager