



**CLIFTON COMMUNITY
HEALTH SERVICES**

Chairman – Chris Bazley

Newsletter

COVID 19 Special Edition

March 2020



Dear readers,

Everyone's health is front and centre for all of us at the moment. I just want to assure you that Clifton Community Health Services (CCHS) is focussing on providing the best health practices for staff, all our residents and those using the Medical Centre facilities.

Now is not the time to lose the plot or bend the rules put in place by health legislation and the various levels of government.

CCHS has the proven track record of punching above our weight when it comes to providing what is asked for in health management.

The CCHS board and management have had lots of discussions about the implementation of all the requests asked of us and how best they can be introduced to daily activities in CCHS. You will see lots of changes in how day to day activities occur – all for a positive outcome for everyone.

Now is the time to stick together, look out for your mates and understand short term change is for the good of all.

If you have any questions please ask me, any board member or our management team who will get the true facts for you.

Above all, look after yourselves.

Yours sincerely,
Chris Bazley.

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General Manager-Brad Jones



You know everyone, Clifton Community Health Services is a very special place as is the entire Clifton Community. Having spent the week talking to staff, patients, residents, board members, volunteers, hospital auxiliary, families, community members and

representatives I am overwhelmed at the support and encouragement as we implemented the latest stage of our Covid-19 risk minimisation and protection measures. THANK YOU ALL

Please remember to continue to support our own small business in town, As a small community, severely impacted by drought, many of our businesses are suffering and need your help. Many are adapting and offering contactless delivery services and other options to assist our town. As a community owned, not for profit, stand-alone, charitable, health services cooperative, in a rural area, we, as any other small business, are also feeling the financial pressures, please continue to consider the ways you may be able to help us both now and into the future as we all adjust to our new reality.

Clifton Community Health Services on the afternoon of Wednesday, March 18 2020, had a patient with a possible case of COVID-19 attend the Medical Centre.

This is **not a confirmed case of COVID-19** and we've been informed by Queensland Health that results from testing will be returned within three days.

The health and safety of our staff, patients and residents is our paramount concern, and on the advice of Queensland Health, the medical centre will remain open.

Our doctors, nurses and medical staff know you, as well as your health and we understand you depend on the care we provide.

All Clifton Community Health Services facilities remain open and are providing care to our patients and residents. (With the previously advised COVID-19 visitor restrictions and other risk minimisation and protection measures in place). We will notify you immediately when more

information comes to hand. Clifton Community Health Services Medical Centre will also care for patients via a telehealth service. Patients can call 4697-3097 to schedule an appointment and reach a doctor.

These measures are consistent with the care and concern we have always taken for the health of our community over the years. Similarly, we appreciate your patience and understanding as we all face these most unusual times. The phone number you should call to arrange medical care at the practice is 4697-3097.

Residents, patients, suppliers, representatives and supporters of Clifton Co-Op Private Hospital, Clifton Nursing Home, Sunflower Lodge and Nirvana Hostel are all aware of the extra measures we have previously implemented that pre-empted some of the Government announcements yesterday in relation to restrictions to protect the elders of our community.

We continue to work through what this means on a daily basis for families, staff, allied health providers and other contractors and have processes underway with regards to enhanced phone and internet communication for residents, patients and their friends and loved ones.

Thank you to everyone who has been adhering to the current protocols in place and we look forward to your continued support in these trying times as we rapidly adapt, day by day, as the situation changes.

Remember, a community working together with a common purpose can achieve anything.

Continue to support each other and "together we will continue to make a difference"

Regards
Brad



Lifestyle & Volunteer
Coordinator—Jade Gilchrist

Hi everyone,

We are in uncharted territories and making some changes in Lifestyle. To protect our residents we have asked our volunteers, church groups, entertainers and the community visitors to abstain from visiting us in the present situation.

Lifestyle hopes all our lovely volunteers, entertainers and visitors stay well and take precautions during this challenging time. As a result there will be some changes to how Lifestyle will run during this time. Residents will be asked to stay and have morning tea in their areas. DT programs will be offered in each wing until further notice.

Lifestyle Coordinator— Jade Gilchrist

Sunflower and Nirvana will have activities in the morning from 10:15am-11:45am.

Nursing home will have activities offered from 1:00pm-2:30pm.

If any residents feel unwell please alert your nursing staff and refrain from coming to activities and stay in your room.

Understandably some on our programs will be stopped, in particular entertainers, church and tai chi will not be offered at this time.

Marianne, Casey and myself will do the best we can to ensure you can still access activities each day.

Regards, Jade



Join our Facebook Group and send messages, photos and videos to your loved ones at

"Friends of CCHS"

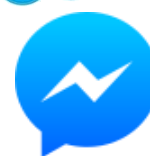
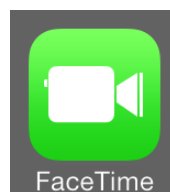
We will be checking this each day and showing our residents to help them stay connected with the family, friends and community.

Stay in contact with residents

Write a letter! Send a postcard!

Phone calls! Window visits!

Video calls by appointment with your loved one! You can use FACETIME for those with iPad and iPhone or MESSENGER for other devices or SKYPE.



To set up a video meeting
Give us a call
ph46973735





Dear residents and families,

I hope everyone is adjusting to our new and ever-changing environment. Just a short note to remind you that although

you're unable to visit at the moment, the business is continuing to run as per usual on the inside, which means there are staff and bills to pay. The vast majority of you pay your invoices electronically, however if you usually visit the office with a cheque, I will post your

invoice to you with a stamped, pre-addressed envelope to enable you to post your payment to me. If you usually bring in cash, and wish to continue this, please put it in an envelope and come to Nirvana as usual. You will be able to ring the doorbell and drop the envelope into our mailbox on the bench at the front of Nirvana. We will then retrieve the envelope immediately in a non-contact method, conforming with social distancing requirements.

All the best,

Louise.

Clifton Medical Centre offers COVID-19 advice

The Clifton Medical Centre has issued some advice for residents in the district to help keep them safe during the COVID-19 pandemic.

Dr Jo Pappas at the Medical Centre and said it was important to control the spread of the disease in order to not overload the health system all at once.

Her tips are as follows:

- Wash your hands and wash them a lot.
- Wash your hands for at least 20 seconds with soap and water or use a hand gel.
- If you are sick, stay at home and keep your germs to yourself.
- If you are told to self isolate that means you have to stay at home and have no visitors.
- No popping out to the shops, chemist or GP.
- "Social distancing" will help control the spread.
- Avoid crowds, keep 1.5m from people and avoid any unnecessary travel.
- Remember to get the flu vaccine when it is available (expected in April for government funded).

It won't prevent COVID-19

but it will be helpful to prevent other infections in the community.

The medical practice will still be running the regular 'Flu needle' clinics when stocks become available.

Nirvana and the nursing home is now closed to visitors to protect residents.

The GP practice is encouraging patients to call ahead if they are concerned about symptoms and will be offering consults over the phone to eligible patients.

The centre will also be prioritising appointments to those who are acutely unwell and asks for your

understanding in this.

Current guidelines say that the Centre should test those who have travelled overseas in the last 14 days or have had contact with a known positive case and are unwell.

Dr Pappas said the Centre does not have the capacity or the resources to test everyone for COVID-19.

It is not time to panic but to make the changes highlighted above.

To stay informed visit trusted websites such as The Department of Health. <https://www.health.gov.au/>

Local events cancelled

Organisers of events across the region are beginning to succumb to the pressure of COVID-19.

ANZAC Day ceremonies have already been cancelled with the risk of people gathering deemed too high.

The Wattles season opener this weekend has also been cancelled, along with all other junior and senior

fixtures in the region.

In a statement on social media, the TRL said they were "awaiting advice from Queensland Rugby League regarding viability of games for the rest of the season."



Information for residents of residential aged care services, their family members and visitors

Older people are more at risk of both contracting COVID-19, and having a serious illness as a result. Managers, staff, family, friends and residents need to work together to protect our most vulnerable community members.

In order to protect older people, new restrictions on visits to aged care facilities apply. It is important staff, visitors and visiting workers take care to ensure they stay away from residential aged care services if they may have COVID-19. They should closely monitor their own health, and will be asked to provide details on their health status before entering a facility.

Residents

Like all members of the community, people who live in residential aged care services have an important role to play in protecting their own health. In addition to practising good hygiene and social distancing, there will be restrictions on visits to residential aged care facilities. Large group visits, gatherings, and external excursions will be postponed. Residents will be supported to stay connected with family and friends by phone and video calls.

If you develop symptoms of COVID-19, you will be kept separate from other residents and will not be able to see visitors. Health care and residential care workers will continue to provide support and care while you are isolated. If you need to leave your room, such as for medical care, you will be required to wear a surgical mask, which will be provided by health care workers. There is no need for any healthy resident to wear a mask.

Visitors

Visitors who have returned from overseas or been in contact with someone confirmed to have COVID-19 in the last 14 days will not be able to visit a residential aged care facility. Nor will anyone with a fever, symptoms of a respiratory illness, or who has not been vaccinated against influenza, be able to visit.

From 1 May, you must have your influenza vaccination in order to visit an aged care facility.

Visits should be short, and conducted in the resident's room, outside, or in a specific designated area (not a communal space).

Each resident may have no more than two visitors, including doctors, at a time, and visits by children 16 years and under are not permitted except in special circumstances.

All visitors will need to wash their hands before entering and leaving a resident's room and will be encouraged to practise social distancing where possible, including to stay away when unwell.

Managers and staff

The Government has announced that residential aged care facilities should take extra precautions to keep residents safe from COVID-19. The health of staff will be closely monitored, new and returning residents will be screened before entry, and signage and other forms of communication will be used to explain the steps being taken to protect the health of residents.



To make more workers available to aged care providers, the Government is relaxing international student visa work conditions for aged care facilities and home care providers. This will allow international student nurses and other aged care workers to work more than the 40 hours a fortnight. There are currently around 20,000 international student nurses studying in Australia.

How can we help prevent the spread of coronavirus?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses. You should:

- wash your hands frequently with soap and water, including before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and wash your hands, and
- avoid contact with others (stay more than 1.5 metres from people whenever possible).

More information

While coronavirus is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness – not COVID-19.

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Help Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of each state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to a doctor.

