



Message from Avacs President

Dear AVACS residents, family members and staff,

This week, there was an important incident which has affected greatly our fight to control the spread of COVID-19 illness in Sydney.

It comes as NSW Health works to manage an outbreak linked to the Anglicare Newmarch House aged care facility at Caddens, near Penrith. Almost 100 staff and residents are in self-isolation while six staff and four residents have tested positive, after a healthcare worker continued to attend work for 6 days while they were experiencing mild symptoms.

The NSW Chief Health Officer Dr Kerry Chant said that the incident showed that anyone with symptoms should stay home.

"It doesn't matter how mild those symptoms are - runny nose, sore throat, just a scratchy throat in this case - please don't go to work," she said.

"I would particularly urge you, if you work associated with providing care to the elderly, the aged and disability, to have that incredibly high awareness of even minor changes in your health."

NSW Health urged anyone who has symptoms including a fever or cough to go to a free COVID-19 clinic, their local GP or a nearby hospital for testing.

Each and everyone of us should learn from the experience of other cases in Australia and around the world to stop the spread of the coronavirus and to protect our elderly residents. We should strictly adhere to Social distancing rules, Staying home (after finishing work), Frequent Hand Washing.

All AVACS staff should have temperature check prior coming to work everyday and having Influenza vaccine done by the end of April and go for free COVID-19 testing if having mild symptoms such as fever, sore throat, dry cough, runny nose. If any staff is sick, please do not go to work and contact your GP on the same day for further management.

All residents should also have Influenza vaccine and Pneumococcal vaccine done by the end of April to prepare for the winter coming up soon.

All resident family members should have Influenza vaccine done by the end of April and obtaining the Influenza vaccine certificate by their GP and having temperature check prior entering AVACS nursing home.

We all need to work together, to support each other to protect our beloved residents.

Wishing everyone healthy and stay safe.

Best regards,

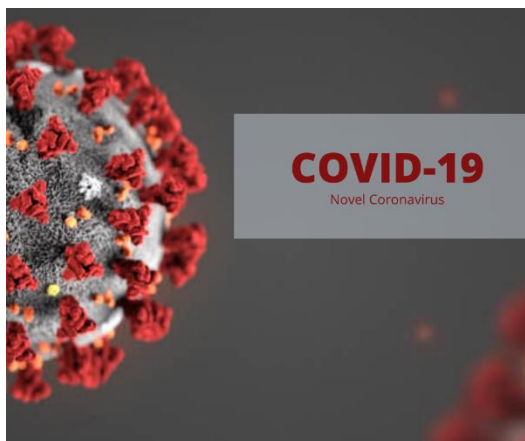
Dr. David Tang



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The Coronavirus (COVID-19) pandemic is causing chaos worldwide and this is hard time for everyone.



As a home, Avacs management team are very proactive and had control of who was coming in and out of our home prior to COVID-19 and during COVID-19. Keeping our residents and staff safe and well is our number one priority.

On the 6th of March 2020 we made the very difficult decision to restrict the non-essential staff and visitors to our home. This has helped us to keep our residents and staff safe from COVID-19, but we understand that it could be distressing for the residents not seeing their family and loved ones.

Welcome

Welcome to our new residents who have joined us during March/April 2020!



Lifestyle & Wellbeing update

During this time we have adapted our lifestyle programs to provide our residents meaningful engagement and emotional support through a focus on individual programming. While we have progressed our change in program we would like to take the opportunity to partner with our residents and residents

representatives in personalized suggestions for individual resource ideals you may have. Be sure to email or phone these suggestions to our facility manager and Lifestyle Team Members.

In the meantime, we need to adjust our activity planning in accordance with new rules and regulations.

Avacs RAO team has been actively finding the way to keep our residents engaged, happy and enjoyed while restricting of family visits.



Staying connected

Socialization is important for everyone but especially for our residents.

We encourage our residents' family and friends to stay in touch. Our staff will assist in any way to support connection via phone calls, emails, letters or video calls where available.



Spiritual & Religion programming and group activities

Staff has continued with regular group activities in line with social distancing guidance

RAO team host daily prayer times, meditation and weekly devotionals in small group praying and singing in the courtyard



Staying well with music during Covid-19 pandemic

Listening to preferred music is shown to decrease anxiety in time of stress



Staff assist resident access their favorite video music, songs.

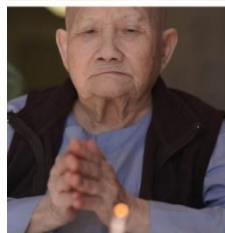
Sing- A Long and reading a poem with resident

Drop in visits

One on one room visit activity will allow a time effective way to get face time with each resident so that staff can check on their needs and their mood

Birthday

March & April Birthday celebration for our residents without family member due to COVID-19 pandemic



Easter message to residents, staff and families.

"We wish you all a very happy Easter, please stay home and stay safe."



Employee of the month



Congratulation Cung Do Nguyen, Avacs's employee of the months February 2020.

Remembering the Anzacs

Each year on April 25, people around the world come together to pay tribute to our nation's most revered group of soldiers: the ANZACs.

Anzac Day is very close to our heart at Avacs. Unfortunately, in 2020 we cannot commemorate our veterans as we would like to because of the threat of COVID-19.

Avacs organized the special afternoon tea with ANZAC biscuits and cakes after watching the Dawn service with our Vietnamese veteran residents. We thank you to everyone whose sacrifices, dedication, loyalty to Australia, and remember those no longer with us.

Lest we forget.



Farewell

Avacs farewell tradition to our three residents who are always loved and never forgotten. Rest in peace.



Notice



Anyone entering Avacs will be required to provide us with evidence of a current influenza vaccination from 1 May 2020

Royal Commission Update

Royal Commission has suspended all hearings and workshops for the time being, subject to ongoing review.

This decision is a consequence of the evolving coronavirus (COVID-19) pandemic and based on information available from the Australian Government and affects all hearings and workshops scheduled until at least the end of May 2020.

The National Covid -19 Older persons Information Hotline is 1800171866. This helpline is available to families with concerns and can offer strategies and support.



We will get through this together





Charter of Aged Care Rights

I have the right to:

1. safe and high-quality care and services.
2. be treated with dignity and respect.
3. have my identity, culture and diversity valued and supported.
4. live without abuse and neglect.
5. be informed about my care and services in a way I understand.
6. access all information about myself, including information about my rights, care and services.
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk.
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions.
9. my independence.
10. be listened to and understood.
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf.
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly.
13. personal privacy and to have my personal information protected.
14. exercise my rights without it adversely affecting the way I am treated.

Consumers

As a consumer, you have the option of signing the Charter of Aged Care Rights (the Charter). You can receive care and services even if you choose not to sign.

If you decide to sign the Charter, you are acknowledging that your provider has given you:

- information about your rights in relation to the aged care service;
- information about your rights under the Charter; and
- a copy of the Charter signed by your provider.

Providers

Under the aged care law, providers are required to encourage all consumers to sign the Charter. You must give consumers a copy of the Charter that sets out:

- the consumer (or authorised person)'s signature (if they choose to sign).
- the full name of the consumer (and authorised person, if applicable).
- your signature.
- the date on which you gave the consumer a copy of the Charter; and
- the date on which you encouraged the consumer (or their authorised person) to sign the Charter.

Charter of Aged Care Rights takes effect from 1 July 2019