

Wednesday 21 December 2022

Dear Lionsbrae residents and families,

With the end of the year fast approaching and Santa on his way, this is a quick review of the past year plus a bit of newsy stuff about some new things in 2023.

Change to Lionsbrae meals

Commencing on Thursday 29 December 2022 Lionsbrae will be serving residents' meals which have been prepared by our good friends at *Donwood Community Aged Care*, Croydon. This short-term change is due to staff shortages in the Lionsbrae kitchen and will only last about one week.

All meals will still be plated and served by Lionsbrae staff.

About RALAC

A couple of newer family members recently asked me about RALAC. '*What is it?*' they asked. '*Good question*' I replied.

RALAC is a proud community based Not-For-Profit organisation providing residential care, affordable community housing, NDIS services, and women's crisis accommodation. This means that we provide services to 130+ older and sometimes quite vulnerable people in our community. We are governed by an elected, unpaid, and skills-based board.

Our heritage goes back to 1963 with the opening of the Lionswood Village affordable housing site in Kirk Street, Ringwood. Later in 2003, three regional Lions Clubs merged their respective community housing and aged care services to create Ringwood Area Lions Aged Care Inc. and "RALAC" was born. You can read more about RALAC on our [website](http://www.ralac.org.au).

Rapid Antigen Testing (RAT)

Lionsbrae's visitors have now been RAT'ing regularly for over a year so we've decided to streamline our visitor entry process. Visitors will now self-test themselves at the Lionsbrae entrance. The RAT supplies will be readily available at the Lionsbrae front door so please RAT test yourself and then wait outside for 15 minutes for the RAT test result to show.

After the 15-minute wait (and a negative RAT result) you can then enter the foyer and complete the balance of our visitor screening process.

As always, please ask for assistance if you need it.

Covid complacency

Please do not become covid complacent.

As always, we need everyone to help prevent another outbreak by doing the *Five simple things for a Covid safe Christmas* listed overleaf. This will keep everyone much safer and help to reduce the risk of another Covid outbreak at Lionsbrae.

The numbers for 2022

These are some of the numbers for 2022...

1.	Star Rating announced 19 December 2022	Four stars
2.	Number of call bell responses for 2022	120,925+
3.	Average call bell response time	2 mins, 11 secs
4.	RALAC staff today	99
5.	Lionsbrae residents today (eight vacancies)	61
6.	NDIS participants at Lionsbrae today	20
7.	Community housing tenants today	61
8.	RALAC Board directors (unpaid, skills-based roles)	9 directors
9.	Family and NDIS support worker visits for 2022	6,300+ visits
10.	Lionsbrae covid outbreaks in 2022	2
11.	Resident covid cases for 2022	58
12.	Days spent in outbreak mode during 2022	50
13.	Meals served (approx.)	67,890
14.	RALAC total capital expenditure *	\$561,860
15.	Single largest Lionsbrae capital expenditure item (Solar panels and back-up electrical generator) *	\$180,128
16.	PPE and Infection Prevention and Control costs *	\$499,510
17.	Commonwealth Govt. funding (74% of our income) *	\$6,771,995

* 2021 / 2022 financial year

CCTV camera installation

During January / February 2023 we will start installing CCTV cameras in some corridors and public areas at Lionsbrae (including the entrance forecourt.)

CCTV cameras are widely used in residential care homes to help reduce falls and investigate incidents or complaints.

We will never install CCTV cameras inside a resident's private room or ensuite, or in any staff or public amenities. Access to the CCTV footage will be tightly restricted.

Zero tolerance for abuse of ralic staff

Lionsbrae has a zero-tolerance for abuse or aggression towards our staff. That means no abuse, no racism, no threats, no swearing.

Please respect and appreciate our staff as they come to work every day in a very challenging Covid environment to care for our residents.

Your feedback is priceless

I open every monthly residents' meeting with me assuring everyone that Lionsbrae truly welcomes resident and family feedback. *'If we are doing something well, then tell us. And if we are doing something you don't like or if you have a suggestion, then tell us that too'*. But all feedback, be it good bad or indifferent, must given respectfully.

There are heaps of ways to provide timely and effective feedback:

- raise an issue promptly with the RN In Charge, or
- contact the Clinical Care Coordinator or Residential Services Manager, or
- fill in a feedback form available in the reception area and in every Unit, or
- complete the online feedback form from the ralic website.

Finally, a huge thank you for your ongoing support and feedback and for being part of our wonderful Lionsbrae community. I wish you all a joyous and covid safe Christmas,

Taka care

Chris

Chris Reside

Chief Executive Officer, ralic inc

Five simple things for a Covid safe Christmas

We need the help of the entire Lionsbrae family to give our residents and staff a Covid safe Christmas.

1. Socializing over the Christmas / New Year season

If residents are leaving Lionsbrae for an outing to a busy venue or a large family gathering, please consider wearing a face mask over your mouth and nose.

This will help to protect you from contracting covid during the high level of community transmission.

2. Visitors and Support workers and PPE

Visitors and NDIS support workers are welcome to visit Lionsbrae but must RAT test prior to entry and must correctly wear all PPE issued to you.

Remember that a face mask worn under your nose or used as a chin strap is completely useless. Wear your face mask properly.

3. Do not visit if you are unwell

Please do not visit Lionsbrae if you are feeling remotely unwell or have any potential covid symptoms. The RAT will detect the presence covid in most instances but is not 100 % accurate. So please, please do not visit or spend time with a Lionsbrae resident if you have any symptoms or do not feel 100% healthy. If in doubt, please stay away.

4. Close contacts

Two things here:

- please do not visit Lionsbrae if you are a close contact of someone who has contracted covid within the past seven days
- please tell us if you develop covid within three days of visiting Lionsbrae or being with a Lionsbrae resident on an outing.

5. Face masks, hand washing and sneezing

A reminder that residents may choose to wear a face mask at Lionsbrae. It's your choice but remember to wear your face mask firmly over the bridge of your nose and covering your mouth.

Other good things to do to help prevent the virus spreading are:

- washing or sanitising your hands regularly; and
- always coughing or sneezing into your sleeve or elbow (but not into your hands).