



Live at ease.

27 April 2020

Dear Resident Family & Friends,

In response to Friday's latest announcement by the Prime Minister Scott Morrison, referring to residents of aged care homes being "stuck in their rooms" this is not the experience of residents residing at Yallambee. Although our residents are remaining within their houses in Margery Cole, they continue to live active and engaged social lives within their communities whilst complying with social distancing wherever possible.

We will take the Prime Ministers directive on advisement, but considerable planning is essential in order to allow 216 visitors per day into our home. This coupled with our ability to comply with the Government mandate, that all persons entering our home undergo COVID-19 and vaccination screening prior to entry must be coordinated effectively to continue to minimise the risk of our residents contracting COVID-19.

We as a community have worked hard to stop the spread and we are on the cusp of implementing a number of strategies that will see a gradual loosening of restrictions that will be sustainable in the long term. We ask for your ongoing support and seek your feedback in this interim period.

We are conducting this survey to gain an increased perspective on our Residential Aged Care Service and your experience to our response to COVID-19. This survey is anonymous and can also be completed online via the following link: <https://www.surveymonkey.com/r/T9SSKJT>

If completing via paper, please return:

Via post to:
Yallambee
PO Box 1962
Traralgon VIC 3844

Scan and email to:
info@yallambee.com.au

Or, via the resident delivery process
Drop off your completed survey to the tubs at the entry of Margery Cole for resident deliveries between 10AM – 2PM on weekdays and 8AM – 10AM on weekends. Please attention to M Wallace.

Kind regards,

Jackie Northe
Customer Services Manager

(03) 5132 3500 | info@yallambee.com.au

Yallambee Traralgon Village for The Aged Inc

PO Box 1659

Matthews Crescent, Traralgon, VIC 3844

Yallambee.com.au

Margery Cole Residential Aged Care | Independent Retirement Living

ABN: 43 287 362 778



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5. I feel my family member is being kept engaged and entertained during the lockdown

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

6. I feel my family member is safe and protected in Margery Cole

- Yes
- No

7. Yallambee's communication about COVID-19 has been clear and timely

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

8. Do you have any thoughts that you would like to share on Yallambee's response to COVID-19 or your experience with Yallambee during the COVID-19 Pandemic

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