

30 December 2021

Families and Guardians

### **Sylvanvale COVID Response**

You will no doubt be aware that the number of COVID cases in NSW is extensive and growing each day.

Despite our rigorous infection control measures and implementing full PPE for all staff from 23 December, Sylvanvale have not been able to avoid the impact of so many in community having COVID. Currently hundreds of our staff are isolating at home for the required 10 days after receiving a Positive test result for COVID.

We are also seeing an increase in the number of people we support testing positive for COVID, which, if they live in Supported Independent Living and cannot isolate from each other, results in everyone they live with being classified by NSW Health as a Household Close Contact, requiring them to isolate for 14 days.

NSW Health have advised us that the people we support who test positive for COVID can be safely supported at home and once they are through their 10-day isolation period, or are no longer symptomatic, they are not infectious and that they have immunity to COVID. Their advice is to monitor for symptoms and treat with paracetamol for temperature and to seek medical assistance from their GP if the person requires it.

The sources of transmission are varied and in many cases are not known, such is the volume of cases in community and number of contact incidents that occurred after 15 December when the NSW Government lifted restrictions.

As a further safeguarding measure, effective from 29 December, Sylvanvale implemented Rapid Antigen Testing (RAT) for all staff prior to entering site at the commencement of their shift.

While this is an essential safeguarding measure, it has resulted in a significant increase in the identification COVID positive staff. When a staff member has a positive result from their RAT, they must leave site immediately and isolate at home for the required 10 days.

The volume of Sylvanvale staff who are positive may mean we have to rely on Agency staff, redeploy staff from another site, or adjust the roster to work with the number of staff who are well and able to work.

Sylvanvale will continue to do everything we can to keep the people we support and our staff safe at work and as many of our staff working as possible.

Thank you for your support of the measures we are taking and please reach out to your Site or Regional Manager with any specific questions you have about your person or their service.

Yours sincerely



**Cathy Quinn**  
Acting Chief Executive Officer