**INTERVIEW NOTES**

[ THE POINTS BELOW ARE A GUIDE AND SHOULD BE ADJUSTED TO SUIT YOUR SITUATION OT MEDIA’S LINE OF QUESTIONING. THEY CAN BE READ IN DESCENDING ORDER AS A MEDIA STATEMENT. ]

* Like all aged care homes across the nation, (provider) has been on high alert about coronavirus since this pandemic started and we have ensured there are strict infection controls and staff training in place, as required under the Aged Care Quality Standards.
* Our workforce has been fastidious in monitoring our residents for signs of infection.
* On (day and date) staff became aware of a (age) year old (man or woman) with flu-like symptoms and (provider) immediately alerted health authorities.
* Since that moment, we have been working extremely closely with Tasmania’s Department of Health, following the strict procedures set out by the Department and the Communicable Diseases Network of Australia.
* (If there was a lag between the appearance of symptoms and the resident being taken to hospital, you must be prepared for questions about what protection protocols you put in place during that time)
* The resident was taken to (hospital) on (date).
* Meanwhile, we are taking every step recommended by authorities to contain any possible spread.
* This includes (list your provider protocols (i.e. lock down, enhanced IPC measures, etc.) and any innovations)
* We want to make residents, their families, our dedicated staff and our community aware of this situation and reassure everyone we are working very hard to protect our residents and workforce.
* Health authorities are tracking all contacts with the infected person.
* None of our other residents or staff are showing signs of illness but we are continuing to closely monitor for any COVID-19 symptoms.
* Regarding visitors, staff and contractors, we have implemented strict measures, that balance care and compassion with protection and caution.
* We have reached out to all our resident’s families to offer our support and assistance and have (add what you are doing).
* While visitor restrictions are in place, we are working and communicating closely with residents, their families and friends, to maintain alternative connections such as video conferencing.
* We are committed to providing the latest information to staff, residents and families and are working with authorities to ensure we have adequate supplies of infection control equipment.
* We wish to thank our much-loved residents, their families and friends for their understanding during this challenging period.
* In particular, we want to acknowledge our amazing staff for their approach and professionalism throughout this difficult time.
* We have strong infection controls in place and are acting on regular updates from the Department of Health and medical authorities.
* You may be asked how the person may have been infected. Consider responding by saying this is a matter for the health authorities, who are investigating. Our priority is ensuring there is no potential spread within (provider) or our community, should the test return positive. Again, appeal to the community to take all precautions, to protect the most vulnerable.