

Esker Lodge Communications Plan During COVID-19

Group	Person responsible	Type of comms	Method of comms	Initiated	Frequency
Residents	Act Team, SN & CA	Information provision & reassurance	Res forum, daily 1:1, newsletter	Mar 2020	Daily
Staff	RPR, DON & ADON	Information provision & reassurance, additional training & guidance	Email, letters, staff handovers, 1:1, text messages & whatsapps	Mar 2020	Daily
Families - Gen	Activities team	Information provision & reassurance	Video messaging apps, phonecalls & Facebook page	Mar 2020	2-3 times per week
Families-affected	ADON & DON	Information provision & reassurance, changes in conditions	Letter, phone calls	April 2020	Every 2 <sup>nd</sup> or every day if condition is changing
Families - unaffected	RPR	Information provision & reassurance, process for communication if there are changes in conditions	Letter, phone call	From April 2020	4 x letters 1 x phone call After that as required by phone, email or text
External : DPH HSE HIQA DOH NAS	DON & RPR	Complete all data collection as requested  Complete relevant notifications as required	Emails & phone calls including spreadsheet based data collection	April 2020	Daily & as requested
Media	RPR	Queries as required with support from NHI	Phone	April 2020	