

## MEDIA RELEASE

### Behind the Mask

Staff at Catholic Healthcare's George Mockler House in Mona Vale have come up with an innovative way for residents to recognise them more easily when wearing their face masks around the Residential Aged Care Home.

The initiative was implemented when staff were required to wear masks when caring for residents in the Home.

Staff have pinned a photo of their smiling faces to their uniforms.

It was suggested by the Manager, Care Excellence, who saw the idea from a doctor in New York.

Residential Manager of George Mockler House, Lindal Jeffreys says, "The staff cannot communicate as well with the residents when wearing their masks. Facial expressions and cues are important parts of how we communicate, our faces convey emotions and make social interactions easier. The photos are a great idea. They bring some humour, create fun and connection, break down the 'barrier', are visual and innovative.

"The residents also appreciate our beautiful smiling faces," adds Lindal.

All George Mockler House staff have embraced the idea.

*Pictured are staff from George Mockler House wearing their masks and photos.*

Media enquiries: Louise Carson 0491 157 525



**Louise Carson** | Communications Specialist | Marketing | Macquarie Pa