

Information on Coronavirus (COVID-19) Update – For Resident, Family Members and Close Friends

Dear Resident, Family Members and Close Friends,

As per the Prime Minister's announcement today the transmission of COVID-19 increases rapidly, it is our priority to protect and support our residents, their family members and / or friends and staff.

Therefore, the following restrictions as per the Commonwealth Government's announcement today by the Prime Minister will now be required to be implemented immediately at each Aged Care Facility across Australia and we would like to remind ALL of the importance of handwashing and the need to continue to apply social distancing and hygiene practices at all times.

Restrictions on entry into our facilities as detailed by the Prime Minister

The following visitors and staff are not be permitted to enter the facility if any of the following applies:

- Those who have returned from overseas in the last 14 days.
- Those who have been in contact with a confirmed case of COVID-19 in the last 14 days.
- Those with fever or symptoms of acute respiratory infection (e.g. cough, sore throat, runny nose, shortness of breath); and
- Those who have not been vaccinated against influenza (after 1 May 2020).

As a reminder the government has set clear guidelines around mandatory quarantine periods and as such penalties for breaching this can include but are not limited to \$11,000 fine for individuals and or 6 months imprisonment for anyone who does not adhere to the self-isolation for 14 days should you be returning from another country.

All Visitors

Any family member and / or friend attending a facility should follow the below:

- Your visits are important; however, we must -limit the duration of each visit to no longer than 1 hour.
- Each visit should be a maximum of two visitors at any one time. However, we encourage phone, video calls and other social communication apps as appropriate to be utilised to make contact with the residents, to enable more regular communication with all.
- All visits should be conducted in a resident's room or in the Facility outdoor areas rather than communal areas i.e. lounge, dining and or sitting areas where the risk of transmission to residents is greater.

- Large group visits i.e. resident and relative meetings will not be conducted until further notice, therefore any information we need to communicate with you will be sent out in a publication.
- Children under the age of 16 years or less will not be permitted to enter the Facility.

We understand these boundaries may seem harsh and the Prime Minister has also thought the same. As such, he has made concessions for us to lift this one criteria in a case by case situation in the event a resident is in a palliative care scenario and we ask you speak to the Facility Management who will put into place concessions for you.

Managing illness in visitors

We ask all who visit the facility to be vigilant for illness and to monitor for symptoms of COVID-19, specifically fever and acute respiratory illness and should stay away if unwell.

As previously advised:

IF YOU HAVE a cough, **OR** fever, **OR** shortness of breath **AND** have been overseas in the last 14 days or have been in contact with anyone who has been overseas in the last 14 days please contact your GP by phone, stay indoors and visit www.health.gov.au for advice.

Please contact your GP by phone, stay indoors and call your manager, **EVEN IF YOU DO NOT HAVE SYMPTOMS** to advise of where you have been or who you have been in contact with.

Visit www.health.gov.au for further information.

As we all work together for a final outcome dealing with this virus, we thank you in advance for your co-operation with the above.

Regards,



for **Robert Oxford**
Chief Executive Officer



Jo-Ann Dalton
Chief Operating Officer