

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

Dear Residents, Family Members and Close Friends,

We refer to the notice we issued dated 18th March 2020 (Issue 2) which set out the restrictions placed on visitors entering aged care facilities as a consequence of the ongoing COVID-19 crisis as announced by the Prime Minister.

We now issue this notice (Issue 3) to further clarify the changes that we have implemented for anyone wishing to enter one of our aged care facilities. We have done this to ensure that we all comply with the requirements of the Commonwealth Government and importantly, to protect our residents and staff from the risk of infection.

Effective immediately, we require all visitors to:

1. Ensure that entry to our facilities is only through the main entrance.
2. Ensure that you report to the front reception where you will be asked to:
 - a) Sign-in using the normal sign-in register.
 - b) Sign the "Visitor COVID-19 Sign-in register". In addition, a staff member may ask you a number of questions which are set out confirming that you meet the criteria to enter the facility.

Protecting our residents and staff is our highest priority and we all have a role to play. Accordingly, we thank you for your ongoing support and understanding during these difficult times. We would also ask that you consider whether your visit is essential and postpone it if possible, as this will assist in minimizing the number of visitors which is the best way to reduce the risk of infection.

Summary of the Restrictions Imposed

The following restrictions announced by the Commonwealth Government have now been implemented immediately at each our facilities. .

Restrictions on entry into our facilities as detailed by the Commonwealth Government

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).

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All Visitors

Any family member or friend attending a facility must comply with the following:

- 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 calls, video calls and other social communication apps as appropriate to make contact with the residents, to enable more regular communication.
- 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 must not be conducted until further notice.
- Children under the age of 16 years 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.

Regards,



Robert Oxford
Chief Executive Officer



Jo-Ann Dalton
Chief Operating Officer