

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 19th March 2020 (Issue 3) 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 4) 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. Families play an important role in protecting their relatives from community viruses.

To help better protect our residents, family, loved ones and staff members from COVID-19, Hardi Aged Care has implemented that all people visiting our homes are required to complete a new process for entry to all Hardi Aged Care homes. We will have sign in station at the entry to each facility, you will need to ring the bell and wait for the Registered Nurse on duty to come to reception to greet you and complete your health check that will include having your temperature checked.

- If a visitor's temperature is above >37.5; **AND**
- If a visitor exhibits symptoms of an acute respiratory infection (e.g. shortness of breath, cough, sore throat).

This means you will not meet the criteria for entry to a Hardi Aged Care home and staff will ask you to leave the facility straight away. You will need to call your GP for further examination, and you will not be able to re-enter a facility without clearance from your GP in writing.

Hardi Aged Care is asking you to take practical steps to prevent COVID-19 from entering our homes.

- As most of you are already aware each night the facility goes into a security lockdown situation and the only access to the facility is ringing the intercom. This will commence on Tuesday 24th March 2020 at close of business being 5pm.
- If you don't absolutely have to go to support a resident in care, please don't. It's best to keep in touch via phone and video calls, send postcards, photos or artwork, or film short videos to share. This will limit your exposure to COVID-19 and your chances of accidentally spreading it to the other older people in your life. If you regularly visit someone living with a cognitive impairment, considering other ways of maintaining



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social contact will help reassure individuals who may feel anxious about possible changes to their day to day life

- It is important to follow the infection control guidelines as per the sign in station upon entry
- Limit your visit as set out in **Issue 2** dated 18th March 2020
- Avoid spreading illnesses by washing your hands well with liquid soap and water or alcohol-based hand rub before and after visiting and after coughing or sneezing will help reduce the spread of disease. Cover your mouth with a tissue or your elbow (not your bare hand) when coughing or sneezing and dispose of used tissues immediately and wash your hands.
- **Stay away if you're unwell** If you have recently been unwell, been in contact with someone who is unwell or you have symptoms of respiratory illness (e.g. fever, cough, shortness of breath, sore throat, muscle and joint pain, or tiredness/exhaustion) please do not visit the facility until your symptoms have resolved. If you have been in contact with a confirmed case of COVID-19 you must stay away until you are released from self-isolation.

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,

 **Robert Oxford**
Chief Executive Officer

Jo-Ann Dalton
Chief Operating Officer

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