

INFORMATION NOTIFICATION

Residents, Family and Close Friends

Dear Residents, Family and Close Friends,

We refer to the notice we issue dated 30 April 2020 (Issue No: 6) which set out the further restrictions placed on visitors entering aged care facilities as announced by the Prime Minister as a consequence of the ongoing COVID-19 crisis.

This notice (Issue No: 7) sets out and explains the 'Industry Code for Visiting Residential Aged Care Homes during COVID-19' ("the Code") which has been released by 13 aged care peak bodies and consumer advocacy organisations. The Code creates a nationally consistent approach that ensures residents can receive visitors while minimising the risk of spreading COVID-19.

The Code was finalised after public consultation with both consumers and aged care providers. It cements a human rights approach to care that both protects and respects aged care residents and their visitors. The Code acknowledges the work that providers and staff are doing to keep people safe during the pandemic.

The Code includes the respective rights and responsibilities of aged care providers, residents and visitors. It outlines that residential care homes should allow residents to meet their visitors in a way that minimises the risk of COVID-19's introduction to, or spread within, a residential care home.

What does the code mean for family and friends wanting to visit a resident in Aged Care

The Code reminds all Residents and their Visitors that they can seek to arrange a visit with their local aged care home. The wishes and preferences of residents will be at the centre of all decision making in relation to who visits them, and their choices will be sought and respected, unless the visitor is prohibited under state/territory directives.

HARDI AGED CARE VISITATION REQUIREMENTS BASED ON THE CODE

A summary of our requirements based on the Code are set out below:

1. We will continue to facilitate visits between residents and visitors consistent with the Charter of Aged Care Rights and state/territory COVID-19 related directives. Visitors include family members and close friends of a resident.
2. Visits may occur in a variety of ways and may also be supplemented with additional ways to connect a resident and their visitors. All visits should be conducted in a resident's room or in the Facility outdoor areas rather than communal areas i.e. lounge, dining room and / or sitting areas

where the risk of transmission to residents is greater. 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. Where the above is not effective for a resident (e.g. people living with dementia or sensory loss) the facility will explore alternate approaches. The range of visits made available will be negotiated between residents, their visitors and staff of the facility. Residents may choose to have visits in a variety of these forms allowing them greater opportunities to remain in contact with families and friends.

3. We have regulated the overall number of visitors to a maximum of two visitors at any one time per resident in order to minimise the risk of the introduction of COVID-19 into one of our facilities. We encourage family and friends to utilise the other forms of communications as set out above. However, please note the exception to this as set out in Clause 7(a), below.

4. The wishes and preferences of our residents will be at the centre of all decision making in relation to who visits them, and their choices will be sought and respected, unless the visitor is prohibited under state/territory directives. Visits are to occur in a manner consistent with infection control guidelines and the use of social distancing practices.

5. Existing legislation and regulations continue to apply during COVID-19 including The Aged Care Act and its related Principles, the Aged Care Quality Standards, the Carers Recognition Act 2010 and Charter of (4) INDUSTRY CODE FOR VISITING RESIDENTIAL AGED CARE HOMES DURING COVID-19 Aged Care Rights. We will continue to ensure person centred approaches to care. The Code recognises that aged care homes must comply with the requirements of the State or Territory Emergency and Health Directives which may take precedence over the Code. Included within these Directives is a legal requirement that all visitors must provide proof of immunisation for the 2020 influenza season unless they provide evidence of a medical exemption from their treating medical practitioner.

6. No visitor should attend any of our facilities if they are unwell or displaying any cold/flu, respiratory or COVID-19 related symptoms.
All visitors must comply with the requirements we have previously detailed, which include:

- a) Visitors should phone and advise the facility of their intended visit.
- b) Your visits are important; however, we must limit the duration of each visit to no longer than 2 hours.
- c) No person who has been in contact with a confirmed case of COVID-19 within 14 days prior to their intended visit will be allowed entry to our facilities.
- d) No person who has returned from overseas within the last 14 days prior to their intended visit will be allowed entry to our facilities.
- e) Those with fever or symptoms of acute respiratory infection such as a cough, sore throat, runny nose, shortness of breath will be allowed entry to our facilities.
- f) All visitors must provide proof of immunization for the 2020 influenza season prior to entering our facilities; and
- g) Children under the age of 16 will not be permitted to enter our facilities

7. There are certain circumstances which may require longer visits. These include:

- a) Residents who are receiving end of life care will be allowed in-room visits from loved ones as pre-arranged with the Facility Management Team. The number of visitors, length, frequency, and nature of the visits should reflect what is needed for the residents nearing end of life with dignity and comfort, taking into account their physical, emotional, social and spiritual needs.
- b) Residents who have a clearly established and regular pattern of involvement where visitors contribute to their care and support (this could include for example assisting a resident with their meals or with essential behavioural support for people living with dementia). We will continue to assist in facilitating these visits. The length, frequency, and nature of the visits should reflect what is needed for the person to be supported appropriately and must be pre-arranged with the Facility Management Team and must comply with the social distancing requirements we have previously set out.
- c) Visits from family, and close friend who travel extensive distances to visit the resident. A prior agreement between the visitor and the Facility Management Team will be required to determine if an extended-duration visit is able to be accommodated.

8. Residents have the right to continue to receive letters, parcels including gifts, non-perishable food and communication devices to the facility. Delivery of Food into a facility – we ask that you contact the Facility Management Team prior to bringing any food into one of our facilities to ensure that we are complying with the strict guidelines in relation to the management of food. Our facility staff will be more than happy to assist. Delivery of any parcels may be subject to our infection prevention and control measures. The facility will require any deliveries to be made known to the staff so that infection prevention and control measures can be applied prior to delivery to the resident.

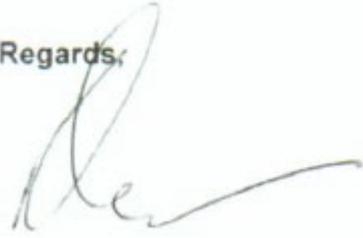
9. Where there is a suspected or actual outbreak or case of COVID-19 within a facility, increased visitor restrictions will be implemented which may include exclusion of visitors. During such periods, the facility will provide alternate communication approaches, including assistance to use these, to assist residents to remain in touch with their loved ones.

10. Residents can continue to use public spaces within the home, including outdoor spaces using social distancing measures as required by COVID-19 guidelines and within the constraints imposed by the layout of each facility.

11. Residents right to access medical and related services (e.g. repair of hearing aids or glasses, urgent dental care, mental health support) will be maintained. Where a resident attends a medical or health service offsite reasonable, proportionate and a risk based-approach to infection prevention and control measures will be followed (e.g. wearing of PPE while offsite, screening on return, and assessment of level of likely interaction with possible suspected cases of COVID-19). The current prevalence of COVID-19 in the local community and COVID-19 cluster locations are to be considered when determining proportionate infection prevention and control measures during and post attendance at an external medical or health service. Support to access medical and related services may include the use of technology such as telehealth, where deemed medically appropriate.

We extend our continuing thanks to our relatives, friends and community for your support as we balance our duty to keep our residents and team safe from COVID-19 and support the wishes and preferences of all of those we care for.

Regards,

A handwritten signature in black ink, appearing to read 'Robert Oxford', with a long horizontal flourish extending to the right.

Robert Oxford
Chief Executive Officer

A handwritten signature in black ink, appearing to read 'Jo-Ann Dalton', with a long horizontal flourish extending to the right.

Jo-Ann Dalton
Chief Operating Officer