



Coronavirus disease 2019 (COVID-19)

General Communication

Dear Residents, families and representatives and staff of Yallambee,

We want to thank our residents, families and representatives for their cooperation and support after the introduction of our Scheduled Visitor Program on 4 May 2020. We will be continuing with this current arrangement until 31 May 2020 when we will again review in line with Government directives and our local community conditions.

We want to provide further clarification around the influenza vaccination requirements and the only exemptions that we will consider as recommended in The Australian Immunisation Handbook.

The only persons that will be considered for entry without a current influenza vaccination will be where the vaccination is not available to them, due to one of three medical exemptions, and someone who provides care and support to a resident on a regular basis and/or is a family member/representative visiting on compassionate grounds.

Grounds for exemption:

- Anaphylaxis following a previous dose of influenza vaccine; or Anaphylaxis after any component of an influenza vaccine.
- People with a history of Guillain-Barre Syndrome (GBS) whose first episode occurred within 6 weeks of receiving an influenza vaccine.
- People receiving immune-oncology therapy if a requirement of the treating oncologist.

The person seeking an exemption, for one of the above medical conditions, must present written evidence from their medical practitioner.

All visitors who enter our home will be required to undertake a screening checklist when booking a scheduled visit, and again on presentation to the home. Access into our home will be denied for those that do not meet the criteria;



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Upon initial presentation:

- Provide evidence of the having had the 2020 influenza vaccination (this must be in the form of a report/document or signed declaration from the health professional that administered or Medicare document).
- Watch an educational video on hand hygiene and undertake a practical handwashing assessment.
- Sign off on visiting agreement

Daily screening:

- Undergo temperature check, if your temperature registers above 37.5 degrees, you are considered to have a fever which is a symptom of respiratory illness and COVID-19 and you will be denied entry and advised to seek medical attention.
- Answer screening questions related to your general health, travel history, exposure to those with COVID-19 or suspected of having COVID-19 and your immunisation status against influenza.

Bookings will be made through reception and visits will be between the hours of 10am – 4pm weekdays.

Reception phone number 51323500

We will have a limit on two visits (maximum 4 people) per house (due to occupancy Waratah and Acacia will be considered one house) per hour as per scheduled time slot.

Visits will be for 45 minutes maximum and booked in every hour to allow for screening process and social distancing.

The family representative who will receive this email will need to make arrangements between family members around the visiting program. Yallambee cannot be involved in making decisions about what family member is given priority for the scheduled visits.

In exceptional circumstances, additional visits may be arranged at the discretion of the Outbreak Management Team and will be discussed with the resident and family member directly.



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Aged Care Visitor Access Code

The 'Industry Code for Visiting Residential Aged Care Homes during COVID-19' 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 includes the respective rights and responsibilities of providers, residents and visitors. It outlines that 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.

The finalised Code consists of 13 principles that aged care providers (Yallambee) and visitors need to follow.

Those principles are:

1. Providers will facilitate visits between residents and visitors that meet the Charter of Aged Care Rights and State/ Territory COVID-19 regulations
2. Visits can occur in a variety of ways and must include additional ways to connect provided by facilities, including technology or window visits
3. Homes will be able to regulate the overall number of visits they have as to minimise COVID-19 entering the facility
4. Resident's wishes and preferences will be at the heart of visitor decisions in regards to who visits them
5. Existing aged care related legislation and regulation still apply during the pandemic
6. No visitors may enter or attend a nursing home while they feel unwell or have cold or flu-like symptoms, and visitors must adhere to the provider's infection control policies and have an up to date flu vaccination
7. Some residents may require longer visits if residents who are dying, residents who have a regular visitor that assists with meals or essential behaviour support, or if the visit is from family or friends that have travelled a long distance to see a resident
8. All other visitors may visit for a short duration and depending on the provider, may experience different procedures like booking systems or designated visit areas
9. Residents must be able to continue receiving letters, parcels and gifts, non-perishable food, and communication devices that have been sent to them at their home. Providers must pass on these items to residents in whatever manner suits the home's infection control procedures



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10. If there is a suspect or actual outbreak of COVID-19 or a suspected/known case of COVID-19 within a home, there will be increased visitor restrictions implemented which may include exclusion of visitors
11. When there are no active coronavirus outbreaks in a facility, residents may use public spaces within the home as well as outdoor spaces. Residents must keep to the social distancing measures and COVID guidelines
12. Residents must be able to continue accessing medical and related services they require, and facilities need to make sure these appointments are maintained
13. Providers can vary their COVID-19 response as risks change within their surrounding community

If you have any questions around the information in this correspondence please email me directly or via info@yallambee.com.au

Kind regards

Jackie Northe
Customer Services Manager
13 May 2020