



# Coronavirus disease 2019 (COVID-19)

## General Communication

Dear Residents, families, representatives and staff,

### Margery Cole Visitor Access Program

Currently residents of Margery Cole are able to have a visit from their family (maximum two people for one visit) once per week and this been occurring since 4 May 2020.

The Outbreak Management Team have reviewed the current arrangements and due to the current low level of risk within our local community and our ability to manage our visitor program we have made the following adjustments.

Commencing 1 June 2020 residents of Margery Cole will be able to have a visit from their family (maximum two people for one visit) twice per week. Bookings are made through reception and visits are between the hours of 10am – 4pm weekdays.

Commencing 6 June 2020 we will also have scheduled visiting times available on the weekends. Weekend bookings will between the hours of 10am – 3pm.

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

We will increase the limit to four visits (maximum 8 people) per house (due to occupancy Waratah and Acacia will be considered one house) per hour as per scheduled time slot.

We have ensured our Visitor Access Program aligns with the Aged Care Access Code. Additional visits are arranged on a case by case basis for those families that had previously provided care and support to their loved one on a regular basis.

We would like to remind our visitors of the conditions of entry:

- Visitors will not be able to use the public toilet facilities within our home. If you need to access a toilet then you must use that of the resident which you are visiting.
- Visitors must use alcohol based hand sanitiser on entry into the home and entry into your resident's room, and again on exiting the room and our home.
- Visitors must follow the arrows for entry and exit and do not touch anything when walking through our home.
- Visitors must remain in your resident's room for the visit and not use any communal areas or visit any other residents within the home.

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- Visitors must maintain social distancing at all times within our home. This means that you should not be within 1.5 metres of your family member or a staff member.
- If visitors wish to provide care, comfort and support that requires you to be in close contact with your family member that is within 1.5 metres then you must notify the RN and they will provide appropriate PPE and education around its use.

Residents of Margery Cole have been able to move outside of their houses and into other areas of the home to visit friends and participate in small group programs within the larger communal areas from 30 April 2020.

Residents that live in Grevillia, Banksia and Laurel will move between houses while maintaining social distancing. Residents that live in Acacia & Waratah will be escorted outside of their house through the Atrium Lounge to the other areas of the home if they wish to visit others or participate in programs.

### Hairdressing Services

We have engaged local hairdressers Nancy and Josie to provide temporary onsite services to our residents in our hair salon from 21 May 2020.

We will at all times abide by the restrictions in place for the community and have limits on numbers and time spent within that area. Residents will be escorted to all appointments. Enquiries for bookings can be made through reception.

If you have any questions around the changes to our visitor access program please email me directly or via [info@yallambee.com.au](mailto:info@yallambee.com.au)

Thank you again for your support.

Jackie Northe  
Customer Services Manager  
20 May 2020