



Coronavirus disease 2019 (COVID-19)

General Communication

Dear Residents, representatives & staff,

The Direction from Chief Health Officer in accordance with emergency powers arising from declared state of emergency, and the Care Facilities Directions dated 18 October 2020 remains unchanged.

VISITOR ACCESS INTO MARGERY COLE RESIDENTIAL AGED CARE SERVICE

It is a requirement that we screen all visitors and staff into Margery Cole Residential Aged Care Service and they make declarations responding to the attestation questions before being allowed entry. We do this within our lobby and at our reception desk, and we are bound by density quotients as to the number of persons within that area at any time. We do require all visitors (with the exception of End of Life Care visitors within resident rooms) to book in scheduled visits into the time slots available.

We will be introducing a written attestation that all of our staff and visitors will need to complete and sign to declare, that what they have responded to, is true and correct. This will need to be completed each time you enter Margery Cole Residential Aged Care Service. Staff will continue to take temperatures and record the details on our entry contact register. Forms will be emailed out to all of our contacts and will be available from our lobby from 4 November 2020.

To ensure that we are able to successfully introduce and sustain our expanded visitor access program as we move into a COVID-19 normal Yallambee, we are again increasing our workforce. The additional staff will allow us to provide a streamlined and efficient visitor bookings program, assist with setting up and cleaning of communal visitor areas, escorting visitors to designated areas and coordinating resident leave and return.

Those visitors or 'household family groups' wishing to use our internal and external visitor locations will understand that only one group can visit at a time and we will need to sanitise the area in between each visit. To meet the density quotient and management of increased visitors requesting access, the 'household' groups will be limited to 4 for internal areas & 6 for external areas. This may be adjusted in exceptional circumstances, including End of Life Care. Each house, dependent on number of residents residing and available communal space will have different areas available for bookings. Visits within residents' rooms will not be impacted by available space so will continue. We will need to limit the number of visits per week you can book in to communal spaces, to ensure that all of our residents and families have the opportunity to have visitors within these areas.

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When families or residents request a visitor booking, visitors will be asked who will be visiting (children under 16 without an influenza vaccination will be permitted entry on an exemption from the CEO/Director of Care) whether it is a 'household group' (ordinarily reside within the same premises) and who they will be visiting. Our administration team will then advise what is available. Pre booking for one communal visit per week can occur, additional communal bookings within the one week may not be available, dependent on demand.

We do ask that residents and/or nominated representative communicates with all family and friends as we still can only allow 1 visitor (or 'household group') per day on site, unless they are receiving End of Life care.

- Residents Social visits are limited to 1 VISITOR (2 if within the same 'household') at any time for a MAXIMUM of 2 hours once DAILY within RESIDENT ROOM.
- Residents Social visits are limited to 1 VISITOR (4 if within the same 'household') at any time for a MAXIMUM of 1 hour once WEEKLY within INTERNAL COMMUNAL VISITOR AREA.
- Residents Social visits are limited to 1 VISITOR (6 if within the same 'household') at any time for a MAXIMUM of 1 hour once WEEKLY within EXTERNAL COMMUNAL VISITOR AREA.
- Resident Compassionate visits will continue for those residents that require additional physical, mental and emotional care and support. They are still limited to 1 VISITOR at any time and the time is UNLIMITED and once DAILY if required.
- Residents that are on END of LIFE care are able to have 2 VISITORS at a time (from different households), with no limit of the time spent within RESIDENT ROOM and no limit on the number of times they can visit within 24 hours.
- Residents that are on END of LIFE care are able to have 2 VISITORS at a time (additional will be approved if from the two 'household groups'), within INTERNAL & EXTERNAL COMMUNAL VISITOR AREA - this may need to be time limited due to bookings from other families if made within the 'regular booking times' and no limit on the number of times they can visit within 24 hours. End of Life visitors are not restricted by the scheduled booking times and can visit at any time on request.

'END OF LIFE CARE'

The resident *is deteriorating, and death is expected within days (including periods of up to 14 days). The resident may be commenced on a care plan for the dying or is unlikely to be discharged from this admission. The resident has an acute episode and is at risk of dying.*

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Visitors to our home will no longer be required to wear full PPE which includes gown and gloves if they are deemed low risk following the attestation declaration. If visitors are deemed higher risk then they will complete secondary contact register and may require FULL PPE. THE WEARING OF FACEMASKS REMAINS MANDATORY.

RESIDENT MOVEMENTS OUTSIDE OF MARGERY COLE RESIDENTIAL AGED CARE SERVICE

We understand that our residents have been limited with their movements both internally and externally since March 2020. Now that the current local conditions are positive and community risk is low, along with a further loosening of restrictions all over Victoria we are looking to establish a COVID-19 normal for our home and planning how we continue to live safely with the virus.

For all movements into and out of our home by new and current residents, we will ask you to complete a declaration that will allow us to evaluate the level of risk with the planned activity and the subsequent measures we need to put in place, dependent on the risk level to protect other residents, staff and our home. All movements by residents will need to be booked in and the risk assessed prior to arrangements being made.

LEAVE

- Hospital admissions
- Medical appointments
- Exercise
- Social leave (overnight or day visits to single household)
- Non-essential social (shopping, lunch)
- Non-essential business (banking)

APPROVED ENTRY

- New admissions
- Prospective residents & family tours

The resident or their nominated representative/family member and/or the GP or Registered Nurse will be able to apply for the above leave and complete the declaration. If the risk is assessed as low then the resident will not be required to self-isolate within their room for 14 days when re-entering the home. They will however have to successfully pass the screening test and undertake the attestation declaration and that may change the initial risk assessment score.

Our leave declaration form will be finalised by the end of the week, and will be made available to all our families and residents.



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We request that all bookings be made via phone. Our reception staff are no longer taking bookings through the front desk as they will all be completed through a separate bookings office.

Visits will be between the hours of:

- 9am – 4.30pm weekdays
- 9am – 3pm public holidays & weekends.
- BOOKINGS phone number 51323500

If we have a situation within our Local Government Area, such as what occurred in Shepparton be reassured that we will respond swiftly and with an abundance of caution which may mean locking down our home and ceasing all movements internally and externally except for essential services and End of Life support for a period of time until the community outbreak is managed.

We very much look forward to welcoming our families back into our home for more regular visits.

If you have any questions regarding our COVID-19 response or the State Government Directions please contact Jackie Northe via jackie.northe@yallambee.com.au or info@yallambee.com.au

Thank you for your support
Outbreak Management Team
27 October 2020