



Coronavirus disease 2019 (COVID-19)

General Communication

Dear Residents, families and representatives and staff of Yallambee,

At Yallambee our response to COVID-19 was decisive and strong on restricting all visitors into Margery Cole and we locked down our home early during the Pandemic for the protection of our residents and staff. The abundance of caution we have taken has ensured we have maintained the highest level of safety for our community.

Plans to gradually loosen our visitor restrictions has been in place for some time and we were maintaining restrictions that were consistent with the community orders under the Victorian Governments State of Emergency which is in place until 11 May.

We will now introduce the following changes to restrictions:

Thursday 30 April 2020

Residents of Margery Cole will be 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. Social distancing will need to be maintained at all times and visits within bedrooms will be limited to one other and registered with staff.

Residents will continue to have no access to the Café, Lobby and Atrium lounge areas.

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 are negotiating with a local hairdresser to provide onsite services to our residents in our hair salon as soon as possible. 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.



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Monday 4 May 2020

Residents of Margery Cole will be able to have a visit from their family (maximum two people for one visit) initially once per week. This will allow us to implement a manageable and sustainable systems to support the potential for large volumes of visitors. This will be reviewed on 11 May 2020 with the view to possibly increase frequency of visits and include weekends on 18 May 2020.

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;

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 educational video on hand hygiene and undertake a practical handwashing assessment.

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.

Due to the added workload involved in managing our visitor program we have commenced the recruitment of additional staff to support our current workforce. This will enable us to successfully manage the volume of enquiries, coordinate the visitor bookings, complete the screening process and escort visitors through home.

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.

(03) 5132 3500 | info@yallambee.com.au
P.O Box 1659
Matthews Crescent, Traralgon, VIC 3844
Yallambee.com.au



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This will allow up to **96 family visitors** per day, this is in addition to the compassionate visits for families that have continued throughout our lockdown.

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 will not 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.

If you have any questions around these new directives please email me directly or via info@yallambee.com.au

Thank you again for your support during this difficult time.

Jackie Northe
Customer Services Manager
28 April 2020