



# Coronavirus disease 2019 (COVID-19)

## General Communication

Dear Residents and representatives,

COVID-19 cases in Victoria today have reached a record high of 723 with 13 deaths, and 10 attributed to Aged Care Homes, we now have been advised that wearing of facemasks across the whole of Victoria is mandatory from Monday 3 August 2020.

The Outbreak Management Team have now implemented further restrictions within our home by restricting the movement of residents between houses. Residents can move freely within their own house but will no longer be able to move across other areas or visit other residents living in other houses within Margery Cole.

All SUSPECTED CASES (residents who show any symptoms are required to be tested for COVID-19) are cared for as if they were positive, until we have received a NEGATIVE result. Outbreak Management precautions apply with residents isolated in their rooms with nursing staff allocated to their care and full PPE worn by staff at all times. Additional measures will also be instigated to ensure we are well prepared should a positive result be returned.

### INTERNAL LOCKDOWN

Due to the imminent risk within our local area and to successfully manage those residents that are under precautions as SUSPECTED, pending results following COVID-19 swabs, the Outbreak Management Team will implement a lockdown of residents within their own house from 30 July 2020. This will remain in place until further notice.

Residents, unless SUSPECTED will be able to wander freely within their own house but no longer move outside of their designated areas.

All clinical and non-clinical staff will be allocated to the same area while working consecutive shifts, if unable due to staffing mix a second house only may be allocated.

### EXECUTIVE AND MANAGEMENT TEAM

We will be splitting our senior staff into teams from 31 July 2020 to protect our organisation and ensure continuity of our business. We can't risk the loss of our entire leadership team in the event of a COVID-19 outbreak. Therefore we will be setting up an Office Hub onsite within the Village in which half of our team will work to oversee the management of the business, while the other team will remain onsite in Margery Cole to manage the day to day operations.

We will provide further information around what will happen and the communication you can expect in the event of a COVID-19 Outbreak within Margery Cole Residential Aged Care Service.

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### END OF LIFE CARE VISITS & PACKING UP OF BELONGINGS

End of Life visits will continue to take place for family members, they will be limited to two visitors at a time with no limit on time spent with their loved one. We will request that PPE is worn for all visitors and strict hand hygiene, social distancing and respiratory etiquette observed at all times.

Upon the death of a resident the family will be able to attend the room whilst your loved one remains within our home.

Following the death of a resident the UNIT COORDINATOR OR REGISTERED NURSE will contact the family or nominated resident to discuss the packing up of the room and it will be undertaken by our direct care staff and we will arrange a time for pick up at rear of building. If family or nominated representatives request a particular item from room an earlier pick up will be arranged.

Information Sheet for all families that are having end of life visits will also be sent out.

### ISOLATION OF RESIDENTS FOLLOWING EXIT OF HOME OR ENTRY INTO HOME

Unit Coordinators and Nurses will ensure that any current resident that leaves the facility or new residents that enter the facility are aware that a 14 DAY ISOLATION PERIOD WITHIN THEIR ROOM APPLIES. Residents who have pre booked medical appointments or are taken to hospital must be informed and/ or their nominated representative must be informed via telephone of the isolation requirements. Residents will be granted permission, under supervision to seek fresh air outside of building if they wear a mask and have no contact with other residents

### WINDOW VISITS

To undertake window visits we are required to screen all visitors who enter our property, this includes the grounds. We are unable to accommodate window visits at this stage, and request your support to utilise the option of Facetime, this will continue to be booked directly through Lifestyle and Wellbeing on 51323514 or [info@yallambee.com.au](mailto:info@yallambee.com.au).

Those families that wish to request a compassionate visit please do so via [info@yallambee.com.au](mailto:info@yallambee.com.au)



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### PHONE CALLS

Those families that wish to make contact with our nursing staff regarding the wellbeing of their loved ones are encouraged to ring via reception be transferred to the Registered Nurse or email [info@yallambee.com.au](mailto:info@yallambee.com.au) or [rec@yallambee.com.au](mailto:rec@yallambee.com.au) and request a follow up phone call. We will continue to keep you informed of any changes to your loved ones condition.

Our nursing and care staff can't take their DECT phone to the bedside and facilitate a phone call between families and residents for the following reasons;

- Infection control risk – sharing of devices
- Nursing phone is connected to our nurse call system and emergency panel and must be in the possession of the staff member at all times

If you contact [info@yallambee.com.au](mailto:info@yallambee.com.au) we can provide you with the relevant forms to connect a landline within your loved ones bedroom at a monthly cost, or alternatively you can provide a mobile phone.

The option of Facetime calls is available, this will continue to be booked directly through Lifestyle and Wellbeing on 51323514 or [info@yallambee.com.au](mailto:info@yallambee.com.au).

If you have any questions regarding these changes please contact Jackie Northe via [jackie.northe@yallambee.com.au](mailto:jackie.northe@yallambee.com.au) or [info@yallambee.com.au](mailto:info@yallambee.com.au)

Thank you for your support  
Outbreak Management Team  
30 July 2020