



Coronavirus disease 2019 (COVID-19)

Family/Representative Communication

Dear Families and representatives of Yallambee,

First and foremost I want to reassure you all and provide you with confidence that we are ready and able to deliver your loved one with the essential services they need for as long as required. We are equipped and we are prepared to face the tough weeks and months ahead but we need your support and assistance for us all to get through this crisis together.

These are very difficult and challenging times that we all find ourselves in and therefore we have adjusted our practice, for now we will communicate in a variety of different means. I know how important it is that you get the information you need from us as regularly as possible and we will be providing video links with social media posts, email and written notices.

The Victorian State Government has announced a shutdown of all non-essential activity, including the closure of all schools from Tuesday 24 March. Supermarkets, pharmacies, petrol stations and other essential stores will not close. Freight, logistics and deliveries will continue.

As you would appreciate the Government are providing us with information daily, sometimes several times a day and we are following their directives and at times going beyond what they recommend as far as protecting our home

Yallambee took the unprecedented step 10 days ago to request residents remain within their individual houses and we ceased all visitors into our home, we did this solely to protect our residents. Our elderly are the most vulnerable members of our community and the only way to stop the spread of this virus is to isolate from it.

We appreciate how difficult this decision was for family members and we are working hard on providing alternative ways in which we can allow you to continue to communicate with your loved ones.

All of our staff are screened when they enter through our monitored check in within the Lobby. They are asked the screening questions and individually temperature checked. They will not be allowed access if they do not meet the screening criteria. Then when they enter each house they are registered and again whenever they enter into individual rooms they must register if they have had casual or close contact with any of our residents. This enables tracing of all staff/visitor movements if we happen to have a confirmed resident or staff member with COVID-19.

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



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Please be reassured that Margery Cole is extremely well prepared and well positioned to respond to viral outbreaks like this. Common viruses like the flu and gastro mean we already have detailed infection control programs and outbreak prevention measures in place to manage any health emergencies that arise within our home.

Our wonderful staff are steadfast in their commitment to you all and are willing and prepared to provide the 24 hour care & services needed.

Our primary focus is on ensuring the safety of our residents and staff. During these times we continue to work proactively with the Department of Health, who are leading Australia's response to COVID-19.

Jackie Northe
Customer Services Manager

25 March 2020

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Margery Cole Residential Care | Retirement Living

ABN: 43 287 362 778



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Frequently asked questions:

Why can't family visit, they don't have COVID-19?

The only way we can stop the virus spreading is by isolating from it, unfortunately at Margery Cole we can have up to 200 external visitors per day and that puts us at risk as we are unable to fully screen all of them. The resources it would take to monitor are better used to care for our residents.

Why did you stop all visitors, the Prime Minister said that residents can have two visitors?

At Yallambee we decided early on that we were not going to take incremental steps, once the decision was made to restrict visitors we felt the best option for our residents was to cease all visitors that reduced our risk of the virus getting in our home significantly.

What if a resident feels unwell, does that mean they have COVID-19?

No, we will all continue to have the normal illnesses we always have. If residents do feel unwell we will isolate them and treat them for whatever is causing the illness. If a resident has an onset of clinical symptoms consistent with COVID-19 then they will need to be considered a suspect case.

What if a resident becomes unwell, can family visit?

Under compassionate grounds, and if our residents condition has deteriorated significantly, then we will allow family to visit them within their room. You will however have to abide by the additional restrictions we will have in place. It is important to understand that if you visit you will need to access Personal Protective Equipment such as masks and gowns and these are in short supply and needed for our own staff in the event of an outbreak.

All authorised visitors will also have to comply with the Directions from Deputy Chief Health Officer (Communicable Disease) in accordance with the emergency powers arising from declared state of emergency - Visitors to residential aged care facilities

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You must not enter or remain on the premises of a residential aged care facility in the State of Victoria if:

- a) During 14 days immediately preceding entry, the person arrived in Australia from a place outside of Australia; or*
- b) During the 14 days immediately preceding entry, the person had known contact with a person who has a confirmed case of COVID-19; or*
- c) The person has a temperature higher than 37.5 degrees or symptoms of acute respiratory infection; or*
- d) The person does not have an up to date vaccination against influenza, of such a vaccination is available to the person; or*
- e) The person is aged under 16 years, other than in circumstances where the person's presence at the premises is for the purposes of end of life support for a resident of the residential aged care facility.*

You will be required to sign a statutory declaration in relation to all of the questions above and undertake the screening process before entry is allowed.

Will the doctor still visit at Margery Cole?

Yes, if needed. Doctors are a valuable resource and we need to keep them healthy. If you need to see a doctor we will arrange a visit. If they are unable to attend we will do a video link up and your Registered Nurse facilitate the consult. We have skilled nursing staff who will be able to manage your illness unless you become acutely unwell, if this happens you may need to transfer to an acute hospital.

Will Yallambee run out of food to feed the residents?

No Yallambee is fully stocked and have established an additional store of food, we are also prioritised by local supplies and Government to ensure we have a steady supply. We are advised that Australia has plenty of food to feed us all.

Will Yallambee run out of staff to look after the residents?

No Yallambee has adequate staff to call on and cover sick leave, we also have the ability to source additional staff externally as we are an essential service.



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What happens if a staff member test positive for COVID-19?

If one of our staff test positive for COVID-19 then we will instigate an immediate lock down of all residents within their rooms. Staff have registered all contacts within the home and we will be able to trace their movements and identify contact and proceed with isolating those staff who have had close contact and ensure they are tested. Residents who had close contact with the staff member can be clearly traced with our registers and they will also be tested.

What happens a resident tests positive for COVID-19?

The same as above, if a resident has symptoms consistent with Corona virus then they will be fully isolated and tested, if positive then the home will go into full isolation and all who had close contact with that resident will be required to stay at home and be tested. That resident will either be transferred to LRH for acute treatment or alternatively will be managed within our home utilising strict barrier nursing procedures.



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Communication with your loved one

1. Write and post a letter to your family
Margery Cole
Resident Name
P.O Box 1659
Traralgon VIC 3844
2. Email Yallambee on info@yallambee.com.au and we will print out and give to your loved one.
3. If your loved one has a room phone, call them often. If you would like to know more about getting a phone connected, please call 51323500 during business hours.
4. If your loved one has an iPad or android device Facetime or send video messages
5. Book a Facetime session with your loved one by calling Lifestyle and Wellbeing on 0351323514 – due to the number of residents these will be limited to weekly sessions and booked between 10am – 3pm daily. (Please be patient with us we are still attempting to get all of our devices operational).

WITH ALL CONTACT, PLEASE STATE WHO THE MESSAGE IS FROM AND THE NAME OF YOUR LOVED ONE.

We ask that you limit calls directly to our Registered Nurses (unless urgent) and alternatively contact our front desk on 0351323500 and they will provide assistance and direct your call as required. We understand your need to enquire after the health and wellbeing of your loved one, we are experiencing a significantly increased volume of calls through our system and we may have to schedule call backs for some clinical enquires where appropriate.