



Coronavirus disease 2019 (COVID-19)

Family/Representative Communication

Dear Families and representatives of Yallambee,

Restricted Entry into and Visitors to Residential Aged Care Services.

The Australian Government's Department of Health has released the latest guidelines around entry into Residential Aged Care Services. Victoria has no exemptions to the legislation around influenza vaccinations for all who enter Residential Aged Care Services, if someone is unable/unwilling to have the influenza vaccination due to medical, cultural or religious reasons then they are unable to visit Residential Aged Care.

This applies to everyone entering residential aged care services including; staff, contractors, health practitioners, volunteers and visitors.

The only authorised visitors that will be permitted within Yallambee grounds and the Margery Cole building are those performing essential services, such as contractors, health professionals. Our families will be allowed entry on compassionate grounds when the criteria of significant decline in resident condition and end of life care is met. This will be coordinated with the individual resident's family.

Families and authorised visitors will not be granted entry unless they have written evidence of influenza vaccinations. Prior to 1st May 2020 evidence of the 2019 vaccination will be valid, post 1 May 2020 visitors will have to have evidence of vaccination in.

Phone communication

Unfortunately our nursing & care staff are unable to take their personal or work phones to the bedside and facilitate phone calls from family members.

1. We cannot bring in the staff phone to individual rooms as it is an infection control risk – we have limited phones and they are assigned to specific staff to be used only by the person allocated.
2. The organisations DECT phone system is used by our staff for internal calls, external calls, fire and emergency messages and resident and staff call bell responses
3. We have encouraged all family members to organise for a landline to be installed or purchase of a mobile phone or device so that you can communicate with your loved ones independently.
4. If your family has a mobile or landline and is unable to use themselves then we can provide assistance with scheduled calls. If you contact 51323514 our Lifestyle Team will coordinate this with you.
5. In addition, we have alternative measures to facilitate your communication with your loved ones such as scheduled iPad, facetime, email and letters.

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



Coronavirus disease 2019 (COVID-19)

Family/Representative Communication

Contact with the Nursing staff

We ask that you contact our nursing staff, through reception for essential updates, please be reassured that our nursing staff will continue to contact you for any decline in your loved one's condition or changes to their care after GP consults.

Personal item drop off at Margery Cole

The latest advice from the Department of Health, Infection Control Officer is that only items that can be sanitised prior to being delivered to residential aged care home can be accepted. According to the World Health Organization, it is not certain how long the virus that causes COVID-19 survives on surfaces, but it seems to behave like other coronaviruses. Studies suggest that coronaviruses (including preliminary information on the COVID-19 virus) may persist on surfaces for a few hours or up to several days. This may vary under different conditions (e.g. type of surface, temperature or humidity of the environment).

Therefore from Monday 6 April 2020 we will only accept items between 8am- 10am weekends and 10am – 2pm weekdays that meet the following criteria;

- Pre-packaged food and drink
- Sealed mail – (will not be delivered for 24 hours)
- Sealed goods
- Clothing contained in sealed bag (we will have to wash items and label prior to delivery)

We must be able to wipe down the surface of the items ensuring that the virus has no chance of being transported into the home.

We are no longer able to accept the following;

- Stuffed toys
- Opened books/magazines
- Flowers
- Fresh food
- Any item that can't be sanitised prior to distribution

For the latest information about COVID-19

Stay informed. Download the official government "Coronavirus Australia" app in the [Apple App Store](#) or [Google Play](#), or join our [WhatsApp channel](#) on [iOS](#) or [Android](#).

For the latest news from the Victorian Department of Health and Human Services <https://www.dhhs.vic.gov.au/coronavirus>

Jackie Northe
Customer Services Manager
3 April 2020

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