Dear Residents & Families

COVID-19 Update - #20

As you are no doubt aware, the Victorian Government has tightened some of its general public restrictions from midnight on 21 June 2020. Below is an excerpt from the Victorian Government.


The Victorian Government has announced a State of Emergency which is designed to slow the spread of coronavirus and keep Victorians safe.

The State of Emergency will be extended until 11.59pm on 19 July 2020, which allows the Victorian Government to continue to enforce physical distancing and isolation requirements, as well as other directions from the Chief Health Officer.

The substantial increase in the number of household contacts spreading the virus amongst extended family groups shows the battle against coronavirus is far from over. As we’ve seen across the world, this virus can turn a few cases into hundreds in a matter of days.

The Victorian Government’s message is clear: stay safe. If you do need to see people keep your distance. No handshakes and no hugs. Maintain good hygiene. Don’t share food or drinks. And if you’re unwell – stay home. Don’t take this disease lightly – don’t go to work if you can work from home, don’t visit friends and family, and don’t go on a holiday. Stay 1.5 metres away from anyone you don’t live with and avoid crowds, especially indoors.

There have been minor changes to National and State Government guidelines regarding visitors to aged care facilities, however in view of the recent increase in active cases in surrounding/local government areas, which includes locally acquired cases, our decision is to reduce the number of family visitors to 6 a day (this is not including visitors for residents who are at end of life). Compassionate visits are viewed on a case by case basis and must be approved by the RN in charge. This is a Management decision and we would request that you respect our staff when booking your visit with them.

Visits will continue to be via a scheduled/booking system in order to manage the number of visitors into the facility.

NEW ! - It has been a challenge trying to keep up with the demand of visits and time limitations, and for that reason we are commencing a trial of two x two-hour blocks, i.e. 09:30 - 11:30am and 2:00pm – 4:00pm. Two hours is the maximum visiting time as legislated by Government. An announcement will be made over the PA system at the end of visiting hours. If your visit is for less than two hours, you may take the most direct route back to reception when it has come to an end, ensuring you do not stop to chat with other residents/visitors along the way or use the facility’s toilets etc. You are required to wear mask and gloves until you exit the building.
IT IS IMPERATIVE THAT THE FOLLOWING VISITOR RESPONSIBILITIES BE ADHERED TO AT ALL TIMES, in keeping with the Government’s requirements and the ‘Industry Code for Visiting Residential Aged Care Homes During COVID-19’:

- Do not visit when unwell or displaying any signs of a cold/flu, respiratory or COVID-19 symptoms.
- Respond truthfully to the COVID-19 screening questions asked by staff.
- Treat all staff with respect and courtesy and follow their instructions/directions.
- Contact the facility before visiting to secure a mutually convenient date/time.
- Follow visiting requirements including providing evidence of up to date influenza vaccination, infection and prevention control measures, such as washing hands/hand hygiene, remaining in resident’s room or designated area.
- Maintain the 1.5 metre physical/social distancing requirements whilst visiting in the resident’s room or designated area throughout the length of the visit.
- Wear Personal Protective Equipment (PPE) (mask and gloves) for the entirety of the visit.

We respectfully seek your assistance and cooperation in this regard.

On a positive note, Hairdressing services and individual music therapy services are permitted. We are looking at re-introducing individual pet therapy sessions, but this will be managed on a conservative and restricted basis. Restrictions in regard to close contact continue, therefore hairdressing services are limited to cuts and sets (not perms or colours) at this stage. We will review this post 19 July 2020, when the Victorian Government reviews restrictions.

Kind regards

The COVID-19 Prevention & Outbreak Management Team