

14 January 2021

Dear Residents & Families

### **COVID-19 Update – #51**

Dear Families

Thank you for your patience and understanding with regard to the recent restrictions. It is reassuring to see that the number of Victorian risk exposure sites is decreasing, and the Government's contact tracing and containment measures appear to have been effective.

When restrictions were lifted prior to Christmas, we had approximately 70-80 visitors per day, which as you can appreciate is a large volume of foot traffic for an aged care facility in the current climate. Hence the Victorian Government's imposition of restricted visitations which is as recent as 4 January 2021 and runs through to 29 January 2021, unless otherwise superseded.

Aged care facilities are still required to minimise the number of visitors, with 'normal' visits only being for residents where support cannot be provided by the visitor via electronic or other non-contact means and we are relying on families taking a common-sense approach. Thank you to all those families who continue to be understanding of this restriction.

Some residents and/or families continue to be challenged by this restriction and for this reason, we have reviewed our visitor restrictions.

**Effective Monday 18 January 2021**, on the proviso that there is no increase in community numbers or no further restrictions imposed on us by the Victorian government, the following applies:

**Visiting timings: Monday to Friday 09:30 – 5:00PM** (no bookings required) – **please avoid visiting at meal times.**

We appreciate people have returned to work, and should these timings not be suitable, please pre-book with Reception staff, for visits outside these hours or on the weekend.

It is important to bear in mind that bookings for outside the abovementioned hours and for weekends, are to be made through Reception staff only (available 9:00 am-5:00 pm, Mon-Fri). **To avoid disappointment, please do not visit outside these times unless you have made a booking in advance.**

**Visitor limits: 1 person per resident per day, no time limits.** Please liaise with your family / extended family to ensure that family members are not turned away due to multiple visitors in a day.

**End of Life: 2 visitors at any given time, no time limits.**

**Visit location: In the Resident's room only, not outdoors/in Courtyards or around the Boardwalk / or in any communal areas etc.**

**Visitor Exclusions:** In addition to the visitor declarations/Screening, the following applies:

**No visitors permitted from anywhere in New South Wales.** It is our Organisation's decision to not permit visitors from anywhere in New South until further notice. The same rule applies to Victorians returning from New South Wales.

**No visitors permitted from Greater Brisbane.** The border remains closed to anyone who has been in Greater Brisbane on or after 2 January 2021. It is also our Organisation's

decision to not permit any Victorians who are returning from Greater Brisbane to visit, until further notice.

**No visitors permitted from any of the hotspot areas, including but not restricted to Mentone, Mitcham, Hallam and Black Rock.**

**No visitors permitted who have visited a listed exposure site** – As part of the screening process, you will be asked to declare this and will be denied entry if you have visited a listed exposure site. Please refer to

<https://www.dhhs.vic.gov.au/case-locations-and-outbreaks#case-alerts--public-exposure-sites> before you make an unnecessary trip to our facility.

**Residents going out**

Residents are permitted to go out of the facility to medical appointments, on social leave, day visits with family etc. However, they will be screened upon return to the facility (new Resident Returning to Facility Screening Form being introduced from tomorrow 14 January 2020) and if they have visited a hotspot or a listed exposure site, they will be COVID tested and quarantined until a negative result is received.

If residents have not visited a hotspot or listed exposure site, they will not be tested or quarantined. We are relying on you to declare the name and location you have taken them to, and the time period.

We would discourage you from taking your loved one interstate, given the potential for border restrictions to change unexpectedly and leave residents unable to return as planned – potentially for an extended period. If you are unable to postpone an interstate trip despite the potential risks, please discuss with the Registered Nurse in charge so that necessary arrangements can be made, and you are aware of restrictions/quarantine/testing that will apply upon return.

**Screening and Declaration**

It is still a regulatory requirement for all visitors to undergo a screening process which includes the Declaration and the completion of all details on the Screening Form as well as the Visitor Register. This is for contact tracing purposes and you will all be aware of how important that is.

**Electronic and non-contact means support**

We seek your assistance in keeping to electronic communication as a first means of contact. You are welcome to utilise the email [KeepingInTouch@parklaneagedcare.com.au](mailto:KeepingInTouch@parklaneagedcare.com.au) to send letters or messages to your loved ones, which we are happy to print and pass on.

**Staff Precautions & Restrictions**

Effective 31 December 2020, as required by the Victorian Government, staff have reverted to wearing surgical masks and eye protection (goggles/face shields) while at work.

Our next Asymptomatic (monthly) testing is 15 January 2021.

Screening and temperature taking also continues with the same restrictions (staff returning from NSW, Greater Brisbane, Victorian hotspot areas and risk exposure sites).

Density limits and the 1.5m distancing also remain in place for everyone.

Should you require further information or wish to discuss any of the above, please contact Dianne Sambuco, General Manager or Lynn Borundia, Quality & Risk Manager (as Jody James is on annual leave until the end of January 2021).

Kind regards

The COVID-19 Prevention & Outbreak Management Team