



4 May 2020

## **To our valued family and friends of residents**

### **Visits to Princes Court Homes**

As you are aware, we are maintaining a cautionary approach to protect the health, safety and wellbeing of the residents within our facility. We do however appreciate that everyone is eager to see their family members, so we will facilitate this with managed, pre booked, face to face visits, under strict conditions.

This decision has not been taken lightly and we will not be compromising on the safety of residents or staff, given how vulnerable they are. The current environment in the Mildura region together with infection control have been the reasons for this change. Should any of these factors alter or the community has an infectious outbreak of any sort, the visitation program would cease immediately.

It is important to respect all residents' views for their safe living in their home and to balance individual needs. In allowing the residents to exercise their rights and choices, we consulted them today and outlined the strict precautions that will need to be maintained. They were reassured by this and happy to progress and allow visitors into the facility.

At the same time that we are easing restrictions, a Visitor Access Code that provides nationally consistent visitation guidelines to residential care homes during COVID-19 has been released for consultation from aged care industry and consumer advocacy organisations for consultation with the public. This provides clear guidance in respect of visits to residents and is incorporated in the changes that we are instigating.

It is important that you read the entire content of this letter and the attachments to understand the process and requirements to ensure the wishes and also the safety of all residents and staff within the facility.

### **Visitor Program**

- Visiting hours will be between 9.30 - 11.30 am, six days a week, Monday to Saturday commencing on Wednesday 6 May 2020.
- An exception will be made for this week only for Mother's Day, Sunday 10 May. Visiting hours will be between 9.30 - 11.30 am and 1.30 - 3.30 pm.
- All visits are limited to a 30-minute duration.
- All visits must be pre-booked (no booking, no visit, you will be turned away). Booking can be made Monday to Friday 9 – 4.30 pm through [info@princescourt.com.au](mailto:info@princescourt.com.au) or contacting reception on 50221022.
- Residents can only have one booked visit per day which consists of a maximum of two visitors. Families must coordinate visits as Princes Court will not mediate for families.

- Visitors can only book two visits in advance. Visitor's spaces will be limited and we will try to accommodate people's requests.
- No aggression or violence towards staff will be tolerated.
- All visitors will be screened on entry.
- All visitors must:
  - Have evidence of a current influenza vaccination on entry (Please provide prior to arrival if possible)
  - Be well and not have a temperature over 37.5 degrees.
  - Wash their hands-on entry
  - Had no contact with someone with cold like symptoms or COVID-19
  - Practice social distancing at all times.
- All visitors must go directly to the reception area, where screening will be undertaken.
- A representative will take the visitor to the nominated area where your family member will be waiting. Visitors must not go directly to resident's room.
- All visitors are only to visit their loved one.
- All visitors must be over the age of 16.

### **Visiting Process**

Please ensure that you carry out the following:

- Please do not arrive early for your visit.
- Please use the hand sanitiser located at the entrance to the facility.
- Go directly to the reception area.
- If other visitors are waiting, please practice social distancing and be patient.
- Please do not bring any food or presents. We are adhering to a 24-hour decontamination rule. If you would like to provide a gift or flowers, you will need to deliver these 24 hours previously.

On entry a staff member will:

- Ensure that you have used the hand sanitiser adhering to the attached hand sanitising guidelines.
- Ask you to fill out a statutory statement as required previously (a form that you can pre-fill, will be sent to you. This can be provided on the day to save time). One form per visitor.
- Take your temperature.
- Depending on the individual resident and where they are located, you may be required to dress in personal protection clothing (mask, gown and gloves).

If you pass all the infection control measures you will be taken to where your visit will take place. You must:

- With a staff member, go directly to the meeting location.
- Please do not touch anything along the way – hands are the greatest spreaders of germs.
- At ALL times, practise social distancing.

- Only visit for 30 minutes. A staff member will collect you after the visit and take you via the most direct route to the exit, remembering not to touch anything or to stop along the way.

Our measures may sound extreme, but these are not normal visits and we are very serious about infection control and protecting our residents and staff within Princes Court.

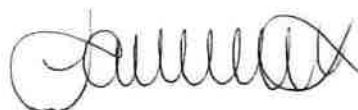
Please help us to ensure these visits run smoothly, as we would like to provide you and also the residents the opportunity to meet. We will not compromise on the safety of anyone at this facility, hence the controls that we are implementing.

If you have any questions or concerns, please contact the Clinical Management Team, Sianne or myself.

Yours Sincerely



Jenny Garonne  
**CHIEF EXECUTIVE OFFICER**



Sianne Nicholds  
**DIRECTOR CARE SERVICES**