



13 October 2020

## To residents

Mildura has been COVID 19 free for six months, metropolitan Melbourne rolling average has reduced and the risk now has reduced. We have undertaken a risk assessment of the situation and believe that it is in the best interests of our Princes Court Homes (PCH) community to offer “face to face” meetings within the facility, if fence visits, window visits or use of technology is not appropriate from Monday 19 October 2020.

As you know we conducted a survey and although some were apprehensive, most approved of Princes Court opening up to visitors on a prearranged basis with adherence to regulations being met.

Therefore, the options for connecting with your family or friends are provided below:

Type of visit (All need to be prearranged)	No of Visitors	PPE	Statement/ temperature required	Morning 9.30 to 11.30	Afternoon 1.30 to 3.30
<b>Technology</b> (virtual visits through face time on phones, iPads and family zooms)	As many as you like (including children)	Not Req	N/A	Mon, Tues, Wed, Saturday	Thurs, Fri
<b>Fence visit</b> (Assistance provided to move resident to location)	2	Mask (please bring own)	No	Mon, Tues Wed, Sat	Wed
<b>Fence visit independent</b> (communicate with your family member independently without assistance from staff, and they can walk to the fence by themselves)	2	Mask (please bring own)	No	Thurs, Fri Sun	Mon, Tues Thurs, Fri Sat, Sun
<b>Within PCH grounds</b> (if other options are not suitable)	1	Mask (will be provided)	Yes	Mon, Tues Wed, Sat	Wed
<b>Within PCH – Special Care or Advanced or hearing impaired</b> (to be determined if resident brought to visitor area or meet in the units)	1	Mask gowns gloves (will be provided)	Yes	Mon, Tues Wed, Sat	Wed

**Please note**

If the weather is inclement, the visits may be cancelled and rebooked.

**Change of times.**

We have had to change times to ensure we have appropriate staff available to assist with visitor times. As you can appreciate, the organisation of visitor hours does require additional resources.

**Number of visits**

Please, in the initial stage, only one visit per week (30 minutes), to allow all residents to have the opportunity to see their families. You are more than welcome to book one “face to face” visit and an additional technology virtual meeting each week.

**Requirements for Visitors**

We will continue to ensure every visitor adheres to strict requirements to protect your safety and wellbeing. This includes:

**For fence visits**, we are requesting that visitors:

- do not enter the facility.
- Make sure they wear a mask and that hand hygiene is adhered to.
- Meet normal health requirements, in that if they are unwell, they do not visit.
- Have not had known contact in the last 14 days with a person who is a confirmed case of coronavirus.
- Have not travelled from any of the COVID 19 hotspots.
- Stay over 1.5 metres physical distance from residents and also other families or residents.
- Request is for family members to leave a gift in the the delivery boxes are available at the front gate

**For visits within the PCH grounds, visitors are requested to:**

- Wait in their cars, outside of the gate until the appropriate time. Staff will direct when they can enter the facility. Statement and temperature testing will be completed at the gate.
- We will provide a Princes Court mask to visitors at the temperature station.
- Ensure that hand hygiene is adhered to.
- Meet normal health requirements, in that if they are unwell, please do not visit.
- Have not had known contact in the last 14 days with a person who is a confirmed case of coronavirus.
- Have not travelled from any of the COVID 19 hotspots.
- Stay over 1.5 metres physical distance from the residents and also other families or residents.
- Only travel to the area where you are directed, please do not walk anywhere else in the facility.
- If they would like to leave a gift, the delivery boxes are available at the front gate.

- A mask, gown and gloves will be provided for families visiting special care or advanced care units. Not to take these off while at the visit. Additional protection is needed in these areas.

### **Asking visitors to help us to protect the safety of residents by complying with directions**

Failure to comply with any of these directions may result in visitors being asked to leave the facility. We are protecting all resident's rights and safety (not just the resident being visited) and we do not want to compromise this.

### **Extenuating Circumstances**

In event of acute episodes or end of life support, exceptions will be made in consultation with management.

### **Bookings**

Families are requested to book a visit through reception on 03 5022 1022 or email [info@princescourt.com.au](mailto:info@princescourt.com.au) (preferable during normal business hours).

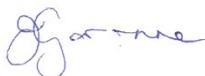
If you have already booked a technology visit or fence visit and would still like to connect this way, you do not need to do anything. If something changes, we will let you know.

We thank everyone for their patience and understanding as we all adapt to changing circumstances and regulations.

PCH will continue to monitor the community cases and transmission across Victoria. We will tailor visitor options accordingly. We will also continue to work within the Chief Health Officer's directions.

All the best and stay safe.

Yours sincerely



Jenny Garonne, CEO