



16 September 2020

To family and friends of residents.

As you would be aware, regional areas have quickly progressed to the third step of the State Government's "Roadmap for reopening". This means that Princes Court Homes can increase the level of the current visitor arrangements even further.

The following options for meeting with residents will be in place from 11.59 pm tonight:

1. Communication through technology, at a prearranged time. Abby Noble from Lifestyle, is happy to assist you and the residents to connect through the use of laptops/tablets for zoom, facetime etc.
2. Prearranged meetings at the fence at the front of Princes Court Homes for set times, weather permitting. **A member of staff will be available during these periods** to help residents to move from their rooms to the fence and return. The scheduled times are:
 - Monday, Tuesday, Thursday, Friday and Saturday 9.30 – 11.30 am
 - Wednesday 1.30 – 3.30 pm
3. If you are able to communicate with your family member independently without assistance from staff, and they can walk to the fence by themselves, prebooked meetings will be allowed outside the visitor times above (weather permitted). Therefore, to allow for meal times, this means:
 - Monday, Tuesday, Thursday, Friday, Saturday and Sunday 1.30 to 4.30 pm
 - Wednesday 9.30 to 11.30 am

Points to be aware of:

>**Bookings are essential for all options, please book through reception on 03 50221022 or email info@princescourt.com.au** (preferable during normal business hours).

>To ensure that we keep within the COVID 19 protocols and adhere to social distancing, we request no more than two family groups at the one time (no more than two people for each resident).

>Please, only one visit per week, to allow all residents to have the opportunity to see their families.

Please ensure that you:

- Do not enter the facility.
- Make sure you wear a mask and that hand hygiene is adhered to.
- Meet normal health requirements, in that if you 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. This is particularly of concern during the school holidays.
- Stay over 1.5 metres physical distance from the residents and also other families.
- Do not pass any objects through the fence. If you would like to leave a gift the delivery boxes are available at the front gate and staff will collect and provide to the residents after 24 hours has elapsed.
- Please adhere to appropriate social behaviour, any aggression will not be tolerated.

Even though the “Roadmap to recovery” is well underway, Princes Court, like many across the State are still currently only permitted to have visitors within the facility for very limited reasons, as we are required to follow the State visitor restrictions (refer to the DHHS website for further details in relation to visitor guidelines).

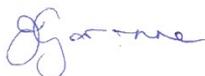
This is not a choice for Princes Court Homes and we appreciate that this has been difficult. As the Victoria Government release further details into the ‘road map for reopening’, the rules and regulations that we are governed by will change and we will adapt in line with the requirements.

Extenuating Circumstances

At times of high need for a resident, visitors will still be supported to enter Princess Court under strict regulation and supervision. This includes palliative care.

Again, if you have any concerns, please contact Karyn Hamence at Reception or speak to either Sue Zariko, Clinical Care Coordinator, Sianne Nicholds, Director Care Services or myself.

All the best.



Jenny Garonne, CEO