



21 January 2021

To family and friends of residents.

Welcome to the New Year and I am pleased to say, easing of visitor restrictions to aged care facilities. This will again allow more visitors to see loved ones and an increase in the time that you can visit. The one person per resident for two hours per day no longer is applicable.

There are some regulatory requirements that we still need to comply with, to ensure the safety of residents and that contact tracing is maintained.

All visitors still need to book a time through reception on 03 50221022 or email info@princescourt.com.au when they will be visiting residents (during business hours). This will help us to improve the screening process when you arrive, and reduce the potential of a line of family members waiting to visit residents. If there will be more than six people visiting, please alert reception, to ensure we meet the density requirements.

Please book as it is important for us to regulate the times that the Visitors Assistants are employing. Particularly at the weekend, if there are no visitors booked, these people are not required. Last weekend there were a number of visitors who arrived without bookings which meant the Registered Nurse on duty was taken away from her important role to complete screening requirements.

All visitors will need to complete declarations, temperature checks and adhere to density regulations, to ensure we meet our COVID Safe plan and other regulatory requirements.

Just to reconfirm the directions, when you visit within the facilities **(including units and grounds)**

- Please go directly to the screening station near the reception area to comply with government requirements. Please do not go straight to units.
- Declarations and temperature testing will be completed at the screening station. Please meet public health requirements, in that if you are unwell, DO NOT visit.
- The person in charge will issue you with appropriate identification that will clearly identify that you have meet all the declarations and the temperature checking.
- Make sure you wear a clean mask at all times while at the facility. This includes in the grounds surrounding the buildings. Please bring your own mask to the facility, we will no longer be providing Princes Court masks. If for some reason you do forget a mask, we do have masks available for a gold coin donation.
- Ensure that hand hygiene is adhered to. Sanitising stations are available across the facility for your use.
- We encourage you to sit outside in our beautiful gardens where possible and we have increased the areas to allow this to happen.
- Up to **(2) two only** visitors in the resident's rooms please. Please social distance from the residents where possible within the rooms.
- Maintain 1.5 metre physical distance between other families and/or residents. Only visit the one designated resident.

- Only travel directly to the area where your family resident is located, please do not walk anywhere else in the facility.
- If you are in the common areas outside the units, you need to adhere to the social density limits. Signs indicating the number of people in these areas will be prominently displayed.
- You can now provide a gift directly to the resident. **Please still no home cooked food, only packaged food is acceptable.**
- Please adhere to appropriate social behaviour, any aggression will not be tolerated.
- Visitors cannot enter resident's rooms who are isolated.

Please ensure that you closely follow the table below that provides information on the different types of visits, as there have been many changes.

Type of visit (All need to be prearranged)	No of Visitors	PPE	St'ment/ temp reqd	Morning 9.30 to 11.30	Afternoon 1.00 to 4.30
Technology (virtual visits through face time on phones, iPads and family zooms)	N/A	N/A	N/A	Mon, Tues, Wed, Sat	Thurs, Fri
Fence visit where residents need support (Assistance provided to move resident to location by prior arrangement, please call to organise)	Up to 6	Mask (please bring own)	No	Every morning 9.30 – 11.30 except Sunday	Every afternoon 1 – 4.30 except Sunday
Fence visit independent (communicate with your family member independently without assistance from staff, and they can walk to the fence by themselves)	Up to 6	Mask (please bring own)	No	Anytime as long as families consider residents meal times	Anytime as long as families consider residents meal times
Within PCH grounds	Up to 6 (If more than this, please contact us)	Mask (please bring your own)	Yes	Every morning 9.30 – 11.30	Every afternoon 1 – 4.30
Within PCH Units Including advanced care and special care units	2 only (to meet density rules)	Mask (please bring your own)	Yes	Every morning 9.30 – 11.30	Every afternoon 1 – 4.30

For fence visits, please ensure that you:

- do not enter the facility.
- Make sure you wear a suitably fitting disposal 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 COVID 19 hotspots.
- Stay over 1.5 metres physical distance from the residents and also other families or residents.
- If you would like to leave a gift without visiting, the delivery boxes are available at the front gate
- Please adhere to appropriate social behaviour, any aggression will not be tolerated.

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 the rights and safety of all resident (not just the family member you are visiting) and we do not want to compromise this. Please help us to do this.

Extenuating Circumstances

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

Residents leaving the facilities

Residents wishing to leave the facility with you, other family members or friend, for any reason may do so, as long as the current restrictions that are applicable to all Victorians are adhered to. Please ring and let the facility know, so we can ensure the resident is ready to go.

Family members who collect residents will need to still complete the screening questions, some additional specific questions and have their temperatures taken. This is to ensure that all requirements are met and to safeguard the health of the remaining residents. Therefore, excursions will only be possible when the screening station is manned 9.00 am to 4.30 pm, or by exception with prior arrangement through reception.

When residents leave the facility, please ensure that you comply with the general Victorian directions, including:

- physical distancing (maintaining 1.5m distance from others)
- wearing a fitted face mask when you are indoors, and when you cannot maintain 1.5m distance outdoors. This means carrying a mask with you at all times.
- limits on private and public gathering
- not seeing people, you know are unwell
- not visiting people who are in quarantine or isolation.

Use of QR Code to simplify the screening process

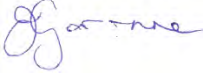
The QR Code is now well utilised by visitors and staff to complete the screening process using your mobile, IPAD or computer before attending Princes Court, which means you will not need to wait as long at the screening station. Please ask the Visitor Assistants to demonstrate this for you if needed.

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

If you have any concerns, please contact Reception and they will refer to Clinical Care Staff or myself as required.

All the best and stay safe.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Jenny Garonne". The signature is cursive and somewhat stylized.

Jenny Garonne, CEO