



21 July 2020

To family and friends of residents.

As you would be aware COVID 19 is escalating again in Victoria and there are some clusters also occurring in regional areas. As a consequence, the State and Federal Governments are now introducing further requirements to reduce the risk to residential aged care.

We have been given the following advice from the Federal Minister of Health:

NEW Updated guidance re use of masks

In response to the evolving situation in NSW and VIC, Minister Hunt has issued a further media release noting the following updated guidance to that which had previously been issued:

- *All aged care workers across Victoria will now be required to wear face masks.*
- *It applies to both residential care and home support care workers.*

This has repercussions on Princes Court and in keeping with this directive all staff are now wearing masks at our facility.

We have also considered whether we should cease visitors as many other facilities are now doing. We know that it is important for the residents to see you and also on the reciprocal, for you to see them. The situation with COVID 19 is going to take some time to clear and we would prefer to allow the residents to live, and for staff to work, in a new normal where we provide ongoing support and limit the change to their ongoing environment as much as possible. It is difficult enough with the ups and downs of this pandemic and border closures.

For this reason, we have decided that for the time being, we will continue family visits. However, for this to occur, we do need your assistance and support to adapt slightly to ensure physical distancing is maintained and we are limiting the risk of infection entering the facility.

To this end, we now have in place:

- **Reduction in the number of visitors from the current 12 to 14 every day to seven to allow the changeover of visitors to occur in a more risk-free environment.**
- **Only ONE visitor per visiting time, preference will be given to close family members.**
- **All visitors will now be required to wear a mask, gown and gloves.**
- **PLEASE maintain the 1.5 metre distance, this is very important!!**

I know wearing personal protection equipment (PPE) is an inconvenience, however it is necessary. The Premier has announced that all Victorians (including those in rural areas), are advised to wear a mask anywhere that they are not able to physically distance, highlighting the supermarket as an example of this, so even in the community it will now be more prevalent.

Sianne Nicholds, Director Care Services and I spoke with the residents yesterday, providing them with an update on this directive and the change in visitor numbers. They had no questions and are understanding of the measures required to protect them.

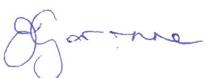
The effect on you will mean only one visitor per visit and your visits may not be able to occur as often as possible. We do however have staff members and also the computers available to link the residents and you up with messenger or other social media. This will mean you can have a catch up with a number of people and also children at the same time through technology. We encourage you to consider this and even if computers are not your strong point, we can walk you through how this can happen. We already have many residents from our Special Care unit successfully connecting with family all over the world. Colleen Lewis, Abby Noble and Helen Hansen from Lifestyle can assist you with this.

In relation to the new norm at Princes Court, living with COVID 19, we have recommenced Resident and Family meetings, and hope to soon start the Unit meetings again that we have run previously (with scones and cup of tea) and we will be inviting you to attend through the use of zoom. I know the staff are still contacting you on an ongoing basis to let you know how the residents are going, please use this time to ask questions on any concerns that you may have.

If you have any concerns, please contact either Sue Zariko, Clinical Care Coordinator, Sianne Nicholds, Director Care Services or myself.

Please stay safe and with you, we hope for a more positive situation with COVID 19 for Victoria and Australia very soon.

Yours sincerely



Jenny Garonne, CEO