



21 October 2020

## To family and friends of residents.

Hi Everyone

Good news, the restrictions have been eased and we have now received the directive from the Victorian Chief Health Officer and are able to offer more opportunities to connect with your family members.

- **permit one household at a time to visit residents in care facilities in regional areas**

From the advice received, the visitors need to be people that normally reside at the same premises. To conform with the density quotation in the areas where visiting is taking place, this means **two people** at Princes Court.

The time limit is for two hours maximum, however this does not mean that you need to stay for two hours, as this would be a long time for the residents. We will be allocating additional visitor locations around the reception to accommodate the increase in the hours. It is preferable to hold the visits outside, weather permitting of course.

Please, in the initial stage, only one visit per week, within the facility, to allow all residents to have the opportunity to see their families. You are more than welcome to book an additional technology virtual meeting each week.

If you are able to communicate with your family member independently without assistance from staff, and they can walk to the fence by themselves, this visit can be also be an additional meeting. We will be organising some shade cover for these visits to occur. If you could still let Karyn at reception know it would be appreciated, so we don't have too many at the fence at the one time.

- **persons aged under 16 years are no longer excluded from entering or remaining on the premises of a care facility**

This is correct, you can now also bring your children into the facility. A visitor that is under 16 must comply with all visitation requirements, for example mask requirements\*, hand washing, and being symptom free. If you are bringing children to the facility, you will need to provide their masks to ensure they are fitted. If you are not sure where to obtain these, please call reception and we can provide some contacts.

It is always lovely to see children running around, but it can be a risk with so many elderly people around. So please ensure that children are sitting with you and they adhere to physical distancing.

\*People over 12 should wear a mask (unless an exception applies), people under 12 may wear a mask, people under 2 should not wear a mask.

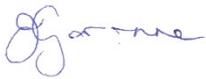
- **Visitors will need to complete additional questions as part of the written declarations, before entering the facility**

There are now additional questions on the declarations that need to be signed when visiting. To streamline the declaration process, we are working on an electronic declaration app, that can be completed prior to visiting the facility. We will provide the information when this is ready.

All other requirements in relation to declarations, social distancing, wearing masks, hand hygiene and utilising gowns, gloves as required, still apply.

If you have any concerns, please contact Karyn at reception or Sianne Nicholds, Sue Zariko or myself.

The booking time slots for visiting have not changed. These are attached for your information.



Jenny Garonne, CEO

### Princes Court - Visiting Hours (From 21/10/2020)

Type of visit (All need to be prearranged)	No of Visitors	PPE	Statement/ temperature required	Morning Booking in times 9.30 to 11.30	Afternoon Booking in times 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>	2	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 met in the units)	2	Mask gowns gloves (will be provided)	Yes	Mon, Tues Wed, Sat	Wed

**Please note:**

**There will be no visiting hours on 3 November due to Melbourne Cup holiday.**