



24 November 2020

### **To family and friends of residents.**

What wonderful news that the situation with COVID 19 across Australia has eased and the Victorian Government has relaxed the regulations relating to aged care facilities. This will allow you to be able to visit your loved one more often.

This includes:

- Increased times that you will be able to visit and the number of family members that can visit.
- Visitors can now go to resident's rooms and utilise outdoor visitor areas.
- Excursions from the facility are now able to occur.

While this is excellent news, we ask you to assist us during this time of reverting to COVID normal, as there are some regulatory requirements that we still need to comply with, to ensure the safety of residents and that contact tracing is maintained. We will be instigating these changes from next Monday 30 November 2020.

All visitors still need to book a time through reception when they will be visiting residents. 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.

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

Please only enter the facility via the gate, when you are visiting residents. The boxes at the gate will still be available to family to drop off gifts etc and avoid the need for temperature checks and declarations. These goods will be distributed to the residents.

### **For visits within the PCH facility (including units and grounds)**

- You may enter the grounds, however please go directly to the screening station near the reception area to comply with government directions. 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 met 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.

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- Up to **(2) two only** visitors in the resident's rooms please. Please stay over 1.5 metres physical distance from the residents where possible within the rooms.
- Maintain 1.5 metre physical distance between other families 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.
- A mask, gown and gloves will be provided for families visiting residents that are in isolation (eg if they are unwell, or requires isolation for medical purposes).

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
<b>Technology</b> (virtual visits through face time on phones, iPads and family zooms)	N/A	N/A	N/A	Mon, Tues, Wed, Sat	Thurs, Fri
<b>Fence visit where residents need support</b> (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
<b>Fence visit independent</b> (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
<b>Within PCH grounds</b>	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
<b>Within PCH Units</b> 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, 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 that 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 (e.g. 20 people indoors and 50 people outdoors)
- not seeing people, you know are unwell
- not visiting people who are in quarantine or isolation.

### **Resident Christmas Party prior to Christmas**

Given the density requirements we can only fit 60 people in the dining room, so I am sorry that we will not be able to invite families to join with us to celebrate our normal party prior to Christmas. I assure you that Lifestyle have many activities planned for the residents and the party will still be celebrated with much fun and laughter.

## **Christmas Day at Princes Court**

Many of you may be wondering whether you can visit and enjoy Christmas lunch with your family members. This is going to be difficult to organise. In addition to the normal juggling act between who is going out for Christmas lunch and who is still celebrating with the other residents, this year, adhering to the building density requirements and other regulations will impact. We will be asking you to provide an initial intention of your plans, both taking residents out of the facility and also if you would like to join us at Princes Court. A flyer will be sent out very soon with a request to complete an attached form to assist staff.

For those who would like to take residents in wheelchairs, out for Christmas Day, a reminder that you will need to book the wheel chair taxis directly, prior to 10 December 2020.

## **Use of QR Code to simplify the screening process**

Staff at Princes Court have developed a technology process that will assist you to complete the screening question using your mobile, IPAD or computer which means you will not need to wait as long at the screening station. The details of how to do this will be sent separately and hopefully will not be too difficult to follow. Next time you are visiting, ask the Visitor Assistants to demonstrate this for you.

Also attached are information sheets “Protect Yourself and your family – Cover your cough and sneeze” and also “How to hand rub for health hygiene”.

## **Bookings**

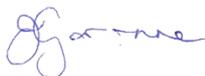
In the initial change over to a new COVID 19, we would appreciate that you continue to book a time when you will be visiting. This will ensure that you will not have too many people at the screening station. Bookings are definitely required for any resident outings and also where a larger number of people will be visiting. Please book through reception on 03 50221022 or email [info@princescourt.com.au](mailto:info@princescourt.com.au) (during normal business hours).

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

There are many changes occurring in visiting restrictions, if you have any concerns, please contact Reception and they will refer to Clinical Care Staff or myself as required. We will be happy to discuss any concerns you may have.

All the best and stay safe.

Yours sincerely



Jenny Garonne, CEO