



26 February 2021

**To family and friends of residents.**

The Premier announced today an easing of restrictions. Although he has indicated there are no limits on the purpose of visits, the number of visitors, or the length of the visit to care facilities, at Princes Court, there are requirements that are needed, to ensure that the visitor process is efficient for you and we keep the residents safe.

The following need to be complied with:

- **Continue to wear face masks** on entering, inside the units and outside in the grounds.
- **Please book your visitor time** through reception on 03 50221022 or email [info@princescourt.com.au](mailto:info@princescourt.com.au) 24 hours prior if possible, during business hours. To allow for meal times, the following are the visitor times and when the Visitor Assistance are engaged:

Every morning 9.30 – 11.30	Every afternoon 1.00 – 4.30
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- Please, **only two people in the resident's room.**
- **If more than two, please utilise our beautiful gardens.**
- Also, **residents can leave the facility**, provided they comply with current restrictions in Victoria (More information further in this letter).

All the normal regulatory requirements that we need to comply with are still in place, to ensure the safety of residents and that contact tracing is maintained. 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.

All visitors still need to book a time through reception on 03 50221022 or email [info@princescourt.com.au](mailto:info@princescourt.com.au), best 24 hours prior to 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 two people visiting, please alert reception, to ensure we meet the density 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.
- 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.
- 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 (2 square metre rule). Signs indicating the number of people in these areas will be prominently displayed.
- 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 **which has been changed** that provides information on the different types of visits, as there have been many changes.

<b>Type of visit (All need to be prearranged)</b>	<b>Details</b>		
<b>Technology</b> (virtual visits through face time on phones, iPads and family zooms)	Mon, Tues, Thursday 11.00 am – 2.30 pm		
<b>Fence visit where residents need support</b>	Please contact reception to organise a suitable time for this to occur.		
<b>Fence visit independent</b> (communicate with your family member independently without assistance from staff, and they can walk to the fence by themselves)	Anytime, as long as families consider residents meal times		
<b>Within PCH grounds</b> Please book prior to visit	Up to 6 people (Please wear masks)	Every morning 9.30 – 11.30	Every afternoon 1.00 – 4.30
<b>Within PCH Units</b> Including advanced care and special care units. Please book prior to visit	2 only people (to meet density rules) (Please wear masks)	Every morning 9.30 – 11.30	Every afternoon 1.00 – 4.30

**For fence visits**, please adhere to all the requirements that a normal person that would be visiting the facility would address through the declaration process and if you are not well, please do not visit.

**Normal requirements to enter the facility includes:**

- Make sure you wear a suitably fitting disposal mask and that hand hygiene is adhered to.
- If you are unwell or have even the mildest symptoms of COVID-19:
  - fever or temperature over 37.5 degrees
  - loss or change in sense of smell or taste, chills or sweats, cough, sore throat, shortness of breath, and/or runny nose, you will not be admitted.
- Please do not enter if you are not currently required to quarantine or isolate **\*\*This includes if you have attended an exposure site\*\***  
<<https://www.dhhs.vic.gov.au/case-locations-and-outbreaks-covid-19>>
- You have not arrived in Australia from overseas in the last 14 days.
- You have not or been in contact with a person that has been at a hotel quarantine site or port of entry in the last 14 days.
- Have not had known contact in the last 14 days with a person who is a confirmed case of coronavirus.

**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 prior, 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 direction: See the reference below.

**Visitor and Resident Support**

Older Persons Advocacy Network (OPAN) have trained advocates who can provide advice and support if needed. Call 1800 700 600 or visit <https://opan.com.au>.

### Other Information If needed:

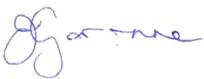
- Aged care sector COVID-19 website  
<[www.dhhs.vic.gov.au/aged-care-sector-coronavirus-disease-covid-19](http://www.dhhs.vic.gov.au/aged-care-sector-coronavirus-disease-covid-19)>
- Victoria's [COVIDSafe Summer](https://www.coronavirus.vic.gov.au/coronavirus-covidsafe-summer) restriction levels  
<[www.coronavirus.vic.gov.au/coronavirus-covidsafe-summer](http://www.coronavirus.vic.gov.au/coronavirus-covidsafe-summer)>
- Exposure sites <[www.dhhs.vic.gov.au/case-locations-and-outbreaks-covid-19](http://www.dhhs.vic.gov.au/case-locations-and-outbreaks-covid-19)>
- Where to get tested <[www.dhhs.vic.gov.au/where-get-tested-covid-19](http://www.dhhs.vic.gov.au/where-get-tested-covid-19)>

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'.

Jenny Garonne, CEO