



30 May 2020

**To family and friends of residents.**

I wanted to thank you for your patience and understanding over the last three weeks since visitors have returned to Princes Court Home on a prearranged basis, one visit per week.

It has been lovely to see you all and the residents have enjoyed catching up with you. Thank you for maintaining social distancing, this is appreciated.

The residents have been kept busy with many activities, as you can see from the newsletter that I have just emailed.

We are still taking every precaution to ensure that the coronavirus does not enter the facility and will continue to do this, as the resident's safety is paramount.

A couple of points to assist:

- We are still keeping all the goods that you provide for your family member for a 24 hour basis to reduce any risk and we also wipe with disinfectant. So if you have a special event coming up, to avoid any disappointment, please ensure that it is left with us the day before.
- Packaged food is acceptable, however it is risky to provide homecooked or perishable food to the residents, so please refrain from this.
- Do provide cards, flowers, gifts as the residents love these.
- As I provided in the newsletter, we were fortunate to receive laptops from Mallee Living Histories, Kaye and Andy Matthews and Helen and Frank Tippett. If you would like to connect with a resident through Messenger or other web platforms, please contact Colleen Lewis, Activities and she can organise a time. We have set aside the private dining room for this use.
- I have attached the Visitor's Code of Conduct that provides consistent guidelines to residential care homes that was agreed to by the aged care industry and consumer advocacy organisations.

Dr Norman Swan has completed some excellent podcasts:

- Keeping older Australians safe in residential aged care homes. You might like to view this at <https://www.facebook.com/watch/?v=674368023134233>
- Keeping older Australians safe – dealing with dementia during COVID-19 <https://www.facebook.com/LASANational/videos/238207044270781/?v=238207044270781>

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If you have any concerns or would like some assistance, please contact us and we will assist you as much as we can. You can also contact the Older Persons Advocacy Network See <https://opan.com.au/> or phone: 1800 237 981,

Please stay safe and again thank you for your understanding.

Kind regards



Jenny Garonne, CEO