

# NEWSLETTER

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## TO OUR RESIDENTS, CLIENTS, FAMILIES & CARERS

We wish to thank you all for your continued support and understanding of our facility during the COVID-19 Pandemic. The Department of Health & Human Services imposed restrictions to Aged Care facilities effective from Monday 24<sup>th</sup> July 2020.

- The number of visitors now permitted to visit a person in an Aged Care facility, in most cases, has been reduced to one (1) visitor.
- There is an exception for people visiting for end of life purposes, which remains at two (2) people.
- The duration of visits will be for one (1) hour unless there is an essential need for a longer visit, such as:
  - where a parent or guardian is visiting a resident under 18 years of age
  - where a longer visit is required to deliver essential physical, emotional or social care and support services. For example, to provide assistance with activities of daily living such as dressing or showering; or to provide emotional support for those that are socially isolated; • a family member is there to provide language support as part of the delivery of care.
- Aged Care facilities will be open to approved visitors between 2-3pm each day.

These visitation restrictions have been applied and strict guidelines have been implemented to ensure the health and safety of our residents and staff.

Those under 16 years of age can only visit for the purposes of end of life support for a resident of the facility, and must be a child, grandchild or sibling of the resident. In addition, residents of Aged Care facilities must wear a mask or face covering when outside of their home. This does not apply while they are in the facility.

The requirement for staff and visitors to wear masks during their time in our Aged Care facilities will continue. Please remember to maintain good hand hygiene and social distancing practices both within our Aged Care facilities and without. Please contact your local facility manager if you have any questions regarding this new arrangement.

When you next visit you will see we have recently introduced Facial Recognition with thermal imaging stations which capture and measures body temperature. If the temperature exceeds a certain threshold the signals light sends out an abnormal warning and carry out a voice warning. This will assist us in maintaining everyone's safety.

# What's happening with Aged & Ambulatory Care?

## COMMUNICATING WITH FAMILY MEMBERS

Staying connected is as important as ever during the pandemic and our Residential Aged Care Service is making sure everyone can keep in touch. With comprehensive pandemic plans in place we trust our residents are safe from both the virus and loneliness!

Residents are using virtual tools to enable them to stay connected with their loved ones. It has been pleasing to see how much they have embraced technology with increased access to computers, phones, iPads and facetime.

Zoom meetings are becoming the new normal and the residents have been participating connecting with loved ones near and far. We have kept connected with our friends at Wilson Lodge, McDonald Wing and Laurina Lodge, by having virtual afternoon tea and catch up.

Most of our doctors' reviews are held via a virtual platform as well as other specialist services that we require. Please just let us know if you are having any trouble with access and we will have the staff help trouble shoot any problems.



Residents recently travelled to Mexico via arm chair travel! Everyone had a wonderful day learning all about Mexico, eating nacho's with sour cream and guacamole.



Renovation work continues to progress, with a lot of activity happening on site. We appreciate all residents and their families working with us to enable to build to move forward. We understand that at times it can be noisy, however it will be fantastic when we have it complete and we can enjoy our old loved building with a fresh new modern look. There will be movement of resident to accommodate the renovations of the existing rooms, you will receive updates when this is likely to occur and what the process will be. It is a good time for families to assist with decluttering of the resident's rooms, we often end up with an accumulation of excess clothes and items that are not required. We would appreciate families support to take home any excess items making the transition back to a fresh new room without unnecessary items.