



02/6/2020

Dear Family member/Advocate,

RE: Letter to Family members/Advocates re Controlled Face to Face visits

It has been close to four weeks since we have eased visitation restrictions. We appreciate everyone's patience and understand you wish to see your loved ones for a longer period. Hence, Wongaburra Society will be increasing visitation times by 30 minutes. We will continue to have managed and pre- booked face-to-face visits under strict guidelines. We want to reassure and emphasize that we will not compromise on the safety of residents and staff, nor will we tolerate unacceptable behaviour towards staff and volunteers as part of this process.

In the development of the visitation program, we have taken into consideration the current environment, all risk and infection control procedures. However, should we, or the community have an infectious outbreak of any kind, these will be reviewed immediately.

Even though we are easing our visitation restrictions all infection control measures will remain in place and all visitors must adhere to the following rules and met all entry criteria.

We highly recommend the importance of reading the **entire content** of this letter to understand the measures put in place and requirements to ensure the safety of all residents and staff within the facility, not just your loved one. Please communicate "Visitor Plan – The Protocols" to extended family members and other additional information please go to <https://wongaburrasociety.com.au> information on Coronavirus.

Visitor Plan – ‘The Protocols’

Commencing June 15, 2020

Visiting Days and Hours are:

Hostel Area: Monday, Wednesday and Friday

Between 9:30am-11:30am and Between 1:30 pm-3:30 pm

Nursing Home Area: Tuesday and Thursday

Between 9:30am-11:30am and Between 1:30 pm-3:30 pm

Visitation times are:

09:30- 10:00

13:30-14:00

10:15-10:45

14:15-14:45

11:00-11:30

15:00- 15:30

- If applicable, the resident must have agreed for the visit to go ahead.
- All visits **must be pre-booked** during business hours.
- Bookings will commence on Monday 8th June by contacting 07 55401400
- Residents can only have one booked visit per day, which consists of a maximum of 2 visitors. Families must coordinate visits among themselves so there is no double booking, we will not mediate for families.
- Visitors can only book two visits in advance, not on the same week.
- All visits are of a **30-minute duration**. Please come 10 minutes early to complete our Pre-entry Covid-19 Checklist and get your temperature checked.
- Unfortunately if you have not booked, there will be no visit and you will be turned away.
- If you are unable to make the visit, in consideration please call us soon as possible.

All visitors must:

- Have a current flu vaccination and must provide evidence on entry
- Be well and not display any respiratory symptoms (cough, sore/scratchy throat, runny nose, shortness of breath). And did not have fever, night sweats or chills for the last 24 hours.
- Consent to have their temperature check and not have a temperature >37.5C
- Hand Sanitise or hand wash their hands-on entry
- Have had no contact with someone with cold like symptoms or COVID-19
- Strictly abide and practise social distancing at all times

Visits:

- All visits must occur in the designated visitation area
- A staff member or volunteer will take you to the designated visitation area
- All visitors are only to visit their loved one and not engage with other residents or staff
- All visitors must be over the age of 18
- All visitors will be screened on entry

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Visiting Protocols

It is VITALLY significant that you adhere to the following measures.

- Please arrive 10 minutes early for your appointment
- If there are people in-front of you, please wait in the X-mark. Keep to the physical distance rule and be patient.

On entry a staff member or volunteer will request you to:

- Wash your hands adhering to the hand alcohol wash guidelines.
- Fill out the attached form. Each visitor has to complete his or her own form.
- A staff will take your temperature and record on your form
- If you pass all the infection control measures, a staff/volunteer will then take you to the designated visitation area however you must:
 - ✓ Not touch anything along the way – hands are the highest transmitters of the virus.
 - ✓ **At ALL times**, practise social distancing. No hugging or kissing or touching your love ones
 - ✓ Visit is for only 30 minutes and when finished, please wait for staff/volunteer to let you out remembering not to touch anything or to stop along the way.

We realise that these measures may look extreme; however, these are exceptional times, and these are not ordinary visits. Your past visits may have been different but this was not during a global pandemic.

We kindly request to please work with us to make these visits work for everyone– we want our residents to see their families and return to some form of normality – but we will not compromise on the safety hence, controlled visits are necessary to ensure safety for all.

We also request that everyone please respect our staff, volunteers and fellow visitors to guarantee that these visits go smoothly and everyone has a pleasant experience.

We know that elderly people are amongst the most vulnerable, and globally deaths in aged care as a result of COVID-19 outbreaks are horrendous – we do not want that happening here. To help stop the spread, we encourage everyone to download the CovidSafe App.

Thank you for your patience and understanding, and for working with us.

Yours sincerely,
Wongaburra Society