



24th March, 2020

Dear Residents, Family and Friends,

VISITOR PROTOCOL – CORONAVIRUS COVID-19 PREVENTION

As the COVID-19 coronavirus situation evolves, we want to reassure you that we are continuing to implement all possible methods to prevent the spread of this new illness in our homes and to protect our elders, staff and the wider community.

COVID-19 is a new virus, which means there is no immunity to it. The World Health Organisation (WHO) has declared COVID-19 a pandemic, and evidence suggests the risk is greater in older people, aged 70 and over.

Out of an abundance of caution, respect and care for our elders, staff and friends and based on advice from health authorities we have implemented various visitor restrictions over the past weeks. We ask each of you, so that we may protect each other, to abide by this plan and to encourage others to do the same.

Together, we can minimise risk of spread of COVID-19 within our elder population, our staff and the wider community.

All visitors/family members must abide by the following:

- **Stay home if you are sick:** Symptoms of COVID-19 include sore throat, fever, dry cough, fatigue and shortness of breath. If you have these symptoms and have recently travelled overseas or have been in close contact with someone diagnosed with COVID-19, please seek medical assistance.
- **Self-quarantine for a period of 14 days** after returning from overseas travel or after being in close contact with someone diagnosed with COVID-19.

- **Use good hygiene** while in our homes, by washing your hands with soap and water, or hand sanitiser, before you visit and as frequently as required during your visit. Please also wash your hands before you leave. If you sneeze or cough, please do so into your arm or if using a tissue, please dispose of it and wash your hands immediately afterwards.
- **Adhere to our infection control protocols:** If you are asked to use personal protective equipment (such as masks, gloves and gowns) in designated areas, please follow this request.
- **Visiting:**
 - **Visiting Times:** From 12 midnight 24 March 2020 visiting times will be limited to 10am to 12 midday and 1pm to 4pm.
 - **Reception Hours:** To facilitate visiting we are expanding reception coverage to 7 days/week; the core reception hours will be 10am to 4pm.
 - **All visitors must sign in at Reception:** To enable us to manage visitors to site from 12 midnight 24 March 2020 we will be closing down direct access to Elamang House for all visitors. The only access to Carabella and Elamang House will be via reception.
 - **Keep visits to one person at a time:** This will apply unless there are exceptional circumstances and prior arrangements have been made and approved by the CEO or Clinical Manager.
 - **Temperature Checking:** Visitors must take and record their temperature, should your temperature be above 37.5 you will not be allowed entry, and, in this case, we advise that you seek medical advice.
 - **Note no children under the age of 16 can visit:** Visits can be made under exceptional circumstances only.
 - **Ensure visits are away from communal areas:** To avoid risk of potential virus spread. The Government guidance is that visits should occur in your room or outdoors.

- **Practice social distancing.** Please stay 1.5m apart and please avoid handshakes, hugs and kisses.
- **Other ways to visit:** Please take advantage of our technology that is available to you and log onto the PCS gateway to get updates or we have devices available for our elders to use video or skype for connections with you. Our staff will assist with this; please call to organise a catch up.
- **Special Circumstances:** In the event of special circumstances, such as an anniversary or special birthday, or should there be any deterioration in your loved one's condition or an end-of-life situation, we will make arrangements for visits on a case-by-case basis. Please contact us to discuss further.
- **Understand social gatherings must cease:** There will no longer be any large group activities, gatherings, social events or group entertainment at this time. (Our lifestyle staff are busy organising and managing small group activities where we can maintain social distancing protocols and we continue to implement ways to keep people entertained and socially connected.)
 - While the dining rooms remain open, we are implementing Social Distancing with a limit of two people at each table and we have changed the placement of tables within each space to cater for this.
 - We have closed the gymnasium (our physiotherapy team will provide individual sessions).
 - We have closed the beauty and hair dressing salons.
- **Have your seasonal flu shot:** The Government has advised that anyone who has not had their flu vaccination after 1 May 2020 will not be allowed entry.
- **Inform us if you get sick after your visit:** Please tell us straight away if you become unwell with any respiratory issues after your visit with your loved one.
- **Stay informed because the situation is changing rapidly:** Please stay up to date by regularly visiting the Australian Government Department of Health website www.health.gov.au We will also provide you with regular updates.

- **Information Fact Sheets:** we have Departmental Fact Sheets on our website; www.jamesmilsonvillage.com.au these provide additional information; we will update as new advice comes to hand.

Please do phone in and have a chat to your loved one. Or, if they have an electronic device that enables video calling capabilities, please keep in touch with them through their device. Should one of our staff members be required to assist them with the video call, we would be only too happy to help. Please contact us to coordinate this.

You will notice if and when visiting that our staff will be wearing scrubs; we have sourced scrubs from our linen service and have introduced this change as a means of providing added protection for elders and staff. Staff will change on commencing and finishing shifts; scrubs will be laundered by our contracted linen services.

If you have questions or concerns, please reach out to us; the care team, leadership team and indeed all of our many staff are available to assist you. Contact details are as follows:

Jennifer Stuart Smith (CEO) ceo@jamesmilsonvillage.com.au
9346 1505 or 0421313787

Rakshya Sharma (Clinical Manager) cm@jamesmilsonvillage.com.au
93461538 or 0421553642

Lyn Quilty (Relationships & Marketing Mgr) rmm@jamesmilsonvillage.com.au
93461501 or 0410638719

Registered Nurse (Carabella House) Level 1&2 0402 856 608 or 9346 1503
Level 3&4 0415 426 880 or 9346 1506

Registered Nurse (Elamang House) Level 1 0431 368 720 or 9346 1514
Level 2 0411 893 633

Registered Nurse in Charge 0450 039 987 (Please use this number after
business hours Monday to Friday and 24
hours Saturday and Sunday)

Thank you for your cooperation and support of these changes and all restrictions to date; our intention is to provide a safe haven for our many elders.

Together, we can help keep the people we love and care for, healthy and well.

Kind regards

Jennifer Stuart Smith

Chief Executive Officer

James Milson Village