



27th April, 2020

Dear Residents, Families and Friends,

COVID-19 UPDATE – VISITOR RESTRICTIONS

As stated in my communication of 22nd April 2020, I am writing today to provide an update as to how we plan to extend visiting at James Milson Village. Firstly, however, I would like to thank you for your ongoing cooperation and understanding as we continue to navigate these uncertain times during the COVID-19 pandemic in the Australian community. Many of you have dropped us a line of support which is heartening at this time.

I again acknowledge the challenges the visitor restrictions have posed for all of you; we are really mindful of the importance of maintaining communications, maintaining connections and the important and immeasurable role you all play in the lives of the people of James Milson Village and we continue to use all the resourcing available to us to keep you in touch with your person and us.

In planning to enable greater visiting opportunities we have undertaken an extensive risk review; this review has defined the strategic approach that we need in place to safely enable expanded visits to James Milson Village while maintaining focus on the health and wellbeing of your family, friends, and our staff.

This process has involved responding to a series of reflective questions and research data that is available to us across a range of areas and planning to increase our resourcing human and PPE to enable the monitoring and protections required. A summary of the process is as follows:

COMMUNITY RISK FACTORS

There is general agreement that there are a significant number of cases in the community that have not presented for testing because they do not meet the criteria or are asymptomatic and therefore do not believe they are infected.

There does not appear to be any consensus on the ratio of detected to undetected cases might be in Australia at present.

- Number of confirmed positive cases within our LGA total and within the last 14 days

VISITOR RISK FACTORS

The probability of a visitor having COVID-19 is significantly reduced if they do not have any symptoms and have not been exposed to someone with COVID-19.

However, there appears to be a significant level of asymptomatic transmission, so this is not a guarantee. Other factors, such as whether the visitor has been isolating themselves may also have a significant effect on the level of risk. Questions/factors to be satisfied:

- Influenza Vaccination confirmations
- Contact/s with confirmed or suspected COVID-19 case within the past 14 days
- Presence of respiratory symptoms current or within the past 14 days
- Contact with someone with respiratory symptoms either current or in the past 14 days
- Confirmed travel overseas or to a COVID-19 Hot Spot within Australia in the past 14 days
- Has been tested for COVID-19 and returned a negative test
- Has practiced Physical Distancing; home isolation with travel only to health appointments, work, shopping, exercise
- How many living within the household & children attending school
- Does the visitor work in a Health Care setting or setting where they may encounter a large number of people

CARABELLA HOUSE AND ELAMANG HOUSE RISK FACTORS

We are acutely aware of the limitations of our homes and how these limitations may influence the risk of an infected visitor causing an outbreak within a service.

- Do rooms allow correct physical distancing
- The availability of administrative personnel to apply first line monitoring processes
- The availability of PPE (Masks & Hand Sanitiser) in sufficient quantities for visitors plus what we require for staff and to manage an outbreak
- Established and understood Health Monitoring processes
- Will a visitor be required to move through a shared space during the visit?
- The availability of supervision of time and correct use of PPE, distancing, and hygiene during visits – maintaining correct infection control measures
- The resourcing for and managing sanitisation requirements after visits to meet infection control requirements – we will be required to sanitise all touch points pre and post visits
- The need for establishing visiting spaces in inside and outside areas; to enable visit for people in shared accommodation
- Established additional staff requirements to enable supervision of visits; visiting times and number of persons per visiting time – capacity of our buildings to enable quality visiting, unobtrusive supervision and maintain safe and correct people management
- The possibility of visits enabling the presence of people with symptoms of respiratory illness within JMV

The preparations for increased visitations are ramping up but they also take time and planning.

- We are systematically immunising our people (elders and staff) against influenza and completing COVID-19 testing on all staff.
- We are establishing sufficient stocks of PPE to allow for additional need that comes with visiting and also to ensure that we are also adequately prepared for an outbreak.

- We are also ensuring that our staff resources are at a level and our staff are prepared for the requirements of health and visitor monitoring that increased visitation will bring.
- We are hopeful that these measures will be in place by mid-May and it is at this time that we will be in a position to provide for additional visitations to James Milson Village.

It is clear based on the above that we need to have quite prescriptive health monitoring, infection control measures and visitation times and visitation numbers in place to maintain the health and safety of our people and everyone we connect with. There is 124 people living in Carabella and Elamang House and I acknowledge that you will all want to visit however this is not possible.

- We do not have the resourcing to manage the required supervision and monitoring without applying limitations.
- We will be developing a booking system to assist in managing visitors and will advise you of details when available.
- We will therefore be applying a rationing measure for visits which will be as follows:
 - ✓ Visiting times will be 10am to 11:00am and 2pm to 3:00pm Monday to Friday
 - ✓ Carabella House will be limited to 15 visitors per session
 - ✓ Elamang House 10 visitors per session; we will be allocating a space on Level 3 for people who share a room
 - ✓ Each visitor will be able to visit once a day only
 - ✓ No visitors under the age of 16 years
 - ✓ Visitors will be required to sign in at reception
 - ✓ All visits will be restricted to either the persons room or in the case of a shared room the allocated space on Level 3

Visitor monitoring measures implemented will include:

- Health checking and data collection for all people visiting JMV. This will include:
 - ✓ temperature checks
 - ✓ negative response to the following questions:
 - Contact/s with confirmed or suspected COVID-19 case within the past 14 days
 - Presence of respiratory symptoms current or within the past 14 days
 - Contact with someone with respiratory symptoms either current or in the past 14 days
 - Confirmed travel overseas or to a COVID-19 Hot Spot within Australia in the past 14 days
 - ✓ Confirmation that the visitor has a current influenza vaccination (certificate from GP or pharmacy etc)
 - ✓ One visitor at a time (our rooms are not of a sufficient square meterage to provide for physical distancing requirements for more than one visitor)
 - ✓ Visitors will be required to wear a mask at all times during the visit
 - ✓ All visitors are required to practice physical distancing; correct hand hygiene and infection control processes and are not permitted to be in shared spaces within the homes

To help us prepare for increased visiting we ask that you provide us with an update on vaccination status and supporting evidence for vaccination. Please email evidence to admin@jamesmilsonvillage.com.au We will continue to review the visiting arrangements every 2 weeks and keep you updated.

INFLUENZA VACCINATION AND COVID-19 PROGRAM

- We are working to ensure that all employees, volunteers, and contractors have received the influenza vaccination by the 1 May 2020, in line with Government requirements.
- In accordance with the Government directive, all visitors must also have the influenza vaccination by this date.
 - ✓ Anyone entering our residential aged care home, including visitors, will be required to provide proof of vaccination when they are screened. This could be a statement or record from a health practitioner or an immunisation history statement from Medicare.
 - ✓ NSW Health allows exemptions only for medical or health reasons if the vaccine is likely to negatively affect pre-existing health conditions or other medication. You will need to discuss this with your medical professional and service manager. There are no provisions for exemption based on cultural or religious reasons. We kindly ask that you arrange your influenza vaccination and evidence at your earliest convenience, so that you meet the directive and are able to visit.
 - ✓ Our influenza vaccination program for residents is also in progress across all our services.

I realise that this is a lot of information and we may not be moving at a pace that suits you all but as always, our intention is keeping people safe. Thank you all for your patience and I will keep you updated with our processes as they are developed and with exact dates for implementation over the next week or so.

Yours sincerely

Jennifer