



8th May, 2020

Dear Residents, Family and Friends,

COVID-19 UPDATE – VISITATION UPDATE

Community or family contact transmission is now the most common means of contracting COVID-19; most transmissions are as a result of poor adherence to Social (physical) distancing and/or poor adherence to hand hygiene and sanitising practice. COVID-19 can hang about on surfaces for up to 72 hours on plastic and stainless steel, less than 24 hours on fabrics and cardboard and less than 4 hours on copper.

The Commission's Chief Clinical Advisor has written to residential aged care service providers on the subject of screening people entering residential aged care facilities.

Preventing viral exposure as the first line of defence: In the absence of a vaccine for COVID-19, preventing exposure is the single most important step that any of us can take to protect ourselves and others from contracting this virus.

In light of evidence that older people are more susceptible to contracting and being seriously affected by COVID-19, a highly precautionary approach has been adopted across the aged care sector in responding to the pandemic, based on the latest and best medical advice. This approach includes restricting visitors' access to residential aged care services and should also involve screening visitors and staff on entry to residential facilities.

To date we (James Milson Village) have managed through rigorous infection control practices and health surveillance to prevent COVID-19 entering the village and in doing so have also ensured the health and safety of all people.

Our staff are required to change on entry to James Milson Village and complete a health check. While we do not expect you to change there are some considerations below that will assist us in maintaining this high level of infection control and provide an extra protective measure for all people here at James Milson Village:

1. Preparing for a visit:

- Please consider changing clothing before you visit. We suggest that you change clothing after attending shopping centres; after work; after exercise or other external visits from your home, before you come to JMV
- Plan to be a little early or be prepared to wait for entry as we complete the required health checks. We estimate this could take 10-15 minutes.
- If you have not already done so and to avoid disappointment please have evidence of influenza vaccinations with you or send it to us before your planned visit at admin@jamesmilsonvillage.com.au

We will be denying access to visitors who have not had a flu vaccine or people who do not have a medical certificate providing details of their inability to be vaccinated.

- Check and know the current Hot Spots identified for NSW and be aware that you should consider having a test if you reside in a known Hot Spot.

2. Being onsite and visiting requirements

- You will be required to wear PPE (mask and Shoe Covers) when visiting
- You are required to sanitise your hands on entry to reception; on entry to lifts; on exiting the buildings
- You will be required to maintain Social Distancing
- You will be required to remain in your loved one's room or the designated visiting space (for people who share rooms) during the entire visit

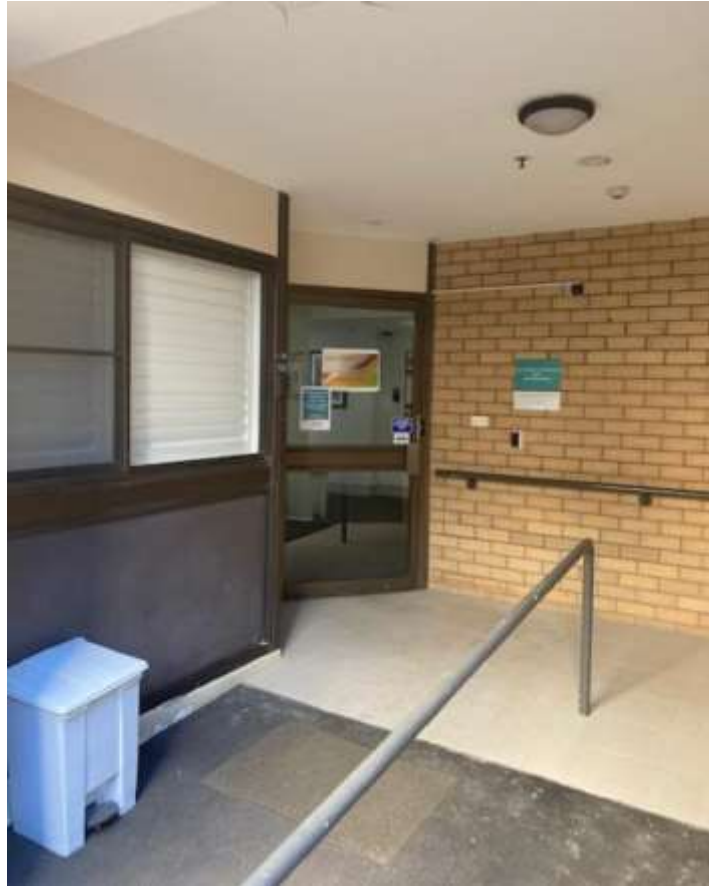
- You cannot access common/shared spaces during visits; Carabella House foyer; lifts and hallways are accessible to enable you to access rooms.
- We ask that you adhere to allocated times for visits as we will need to sanitise areas post visits and prepare for other visitors

3. Exiting the visit

- We ask that you exit Carabella House as follows:
 - ✓ If you are visiting people on Level 1 Carabella House, you will exit via the main doors at Reception
 - ✓ If you are visiting people on Levels 2, 3 or 4 Carabella House you will exit via the level 2 door onto the driveway



- We ask that you exit Elamang House as follows:
 - ✓ If you are visiting people in Elamang House, you will exit via the door at the rear of ground level (near the treatment room) onto the driveway between Carabella and Elamang House



- Please discard your PPE after the visit as follows:
 - ✓ Prior to exiting take off your shoe covers and place in the receptacles provided
 - ✓ sanitise your hands
 - ✓ exit the building
 - ✓ remove face mask and place in the rubbish receptacles provided

4. Continued Communications:

- Please maintain use of our other communication channels established as a means of additional visiting and touching base with your loved ones and us.

We continue to plan for an outbreak and as requested last week we have now uploaded all Advanced Care Directives onto the PCS Social Profile for you to access; we do have some people who choose not to have a directive in place and we will as we will with you all apply consultation at the time to ascertain and inform directions to be actioned.

Finally thank you the continued support and to all mothers – please enjoy your special day this Sunday

Kind regards

Jennifer