



7th October, 2020

Dear Residents, Family and Friends,

COVID-19 UPDATE

Recently I have received several enquiries as to how we reach decision regarding our visiting protocols and I would like to use this communication to assure you all that decisions made are based on the current Health advice and to clarify with you all the processes that are used to implement visitation at James Milson Village.

Decisions are not taken lightly, and all decisions are based on our determination to keep all our people safe; I recently did a quick calculation of our people and our community currently consists of approximately 200 elders, 1200 family members and visitors, 153 staff and 43 contractors. I am sure you will agree that or at least understand that the limitations we currently undertake are worth the health and safety of these people. These updates are designed to ensure you are at all times aware of the methods we undertake to keep all our people safe.

Below I have included an extract from NSW Health Chief Health Officer Kerry Chant; advices are updated as and when required and designed at all times to ensure that we have the best advice and guidance as to how to manage the exclusion of COVID-19 from aged care in NSW.

“Dear Residential Aged Care Facility Director

All residential aged care facilities must maintain vigilance to prevent the introduction of COVID-19 as community transmission of COVID-19 continues in some areas of the eastern states. However, in NSW the limited transmission in recent days has led to easing some of the recommended restrictions. Further declines in incidence of COVID-19 may provide an opportunity to ease current restrictions next week.

COVID-19 measures for residential aged care facilities:

- Minimise staff working across different aged care facilities. Where ceasing staff movement across facilities is not practicable, additional measures should be put in place, such as maintaining records of staff and work locations and increasing use of Personal Protective Equipment (PPE).
- Designate an infection control lead at your facility and ensure all staff are well trained
- Ensure sufficient stocks of PPE are held on site

- Ensure a surgical mask is worn while in the facility by all staff who work in, reside in, or have visited in the last 14 days, the NSW areas listed below or an NSW/VIC border community. This includes when on breaks and when undertaking non-contact tasks where physical distancing from others cannot be maintained.
- Ensure you have a robust process for entry screening of all staff and visitors

Access Restrictions:

- Exclude all staff or visitors:
 - ✓ with fever 37.5°C or higher, or respiratory symptoms, even if mild
 - ✓ who have been in Victoria in the previous 14 days (exceptions exist for staff and visitors in NSW/VIC border communities with a valid border permit)
 - ✓ who have visited any of the venues listed on the NSW Government website at the same time as a COVID-19 case
- Exclude visitors if:
 - ✓ they have been in the following areas in the last 14 days:
 - Campbelltown LGA,
 - Liverpool LGA and
 - Parramatta LGA
 - ✓ the facility is located in these LGAs.

Exceptional circumstances for allowing entry:

- Certain people who would otherwise be excluded from your facility may visit after a risk assessment is done. These include:
 - ✓ those who visited the areas listed above yet have compassionate reasons (e.g., imminent end of life of a close relative or friend, or attendance by clergy) or who are essential carers.
 - ✓ in NSW/VIC border communities, visitors who have not had exposure to areas of transmission in Victoria in the past 14 days
- Visits by these persons should only occur if they have no fever or symptoms
- A mask must be worn by the visitor at all times
- The visitor must go directly to and from the room and must be escorted by Facility staff when doing so.
- If unsure, a risk assessment may be done in conjunction with your local NSW Health Public Health Unit.

Guidelines for all visitor access:

- Record every visitor's name and contact details
- Maintain Health Checks for all visitors
- Allow no more than two visitors per resident at a time (as room allows)
- A mask must be worn by the visitor at all times
- Ask visitors to undertake hand hygiene before and after entering the resident's room:
- Ensure visitors remain within the room for the duration of the visit.
- If the resident does not live in a single room, please use a designated outdoor area or alternative room where the resident and their visitors can keep apart from other residents."

Current JMV Visitation Restrictions – For Residential Care Residents:

At JMV (both North Sydney and Woolwich) our visitation is as follows:

Monday to Friday	10:00am to 11:00am and 2:00pm to 3:00pm
Saturday	2:00pm to 3:00pm only
Sunday	No designated visitation

Visitation outside the hours noted above is only permitted with the prior approval of management for residents who are on active palliative care or have a care requirement. To visit outside the hours noted above you will need to complete a Risk Assessment Form with reception.

In closing I want to again thank all of you who remain steadfast in your support for what we do everyday to maintain James Milson Village as a safe haven for all our people; the many kind words we receive have served to provide us with the strength and conviction to continue this at times rather perilous journey.

On a personal note I will be on leave next week (12 to 16 October 2020) but be assured that you remain in both the safe and competent hands of our leadership team.

Take Care

Jennifer