

24th December, 2020

Dear Residents, Family and Friends,

COVID-19 UPDATE

We know that you have all been waiting for this particular update and what we are able to do over the Christmas period.

The latest announcement from NSW Health states:

- Until further notice all staff and visitors must wear a surgical mask whilst in a residential aged care facility.
- Until at least 11:59pm on Wednesday 30 December 2020 up to two visitors per day are permitted to visit residents in residential aged care facilities in [Greater Sydney](#). Visitors from the [Northern Beaches LGA](#) are excluded. *Please note on this point that many of our rooms in North Sydney are not large enough to accommodate two visitors at a time and you will need to stagger your visitation.*
- Exclude staff and visitors who:
 - have been in any of the locations:
 - on the [self-isolate and get tested immediately](#) list, at the times and dates listed
 - on the [monitor for symptoms](#) list, at the times and dates listed except where noted otherwise on the web page
 - have a fever (37. 5°C or higher) or symptoms of COVID-19 (acute blocked nose congestion has been added to the list of symptoms)
 - are a close contact of a person with confirmed COVID-19 and are within their self-isolation period
 - live in a household with a person who is identified as a close contact of a person with confirmed COVID-19.

- Ensure that legible records are kept of visitor and staff entry and exit into the facility for contact tracing purposes. *Please note that JMV North Sydney and Woolwich have provided QR Codes at the entry point for you to sign in.*
- If visits can be delayed and a later festive gathering organised, please encourage this, as it may allow aged care facilities to undertake supervised visits for essential reasons. *We are happy to arrange outdoor venues for family gatherings post Christmas should you wish.*
- Reconsider the ways for residents and family to meet up during the festive season. Refer to the [Industry Code for Visiting Residential Aged Care Homes during COVID-19](#) for alternative ways of communicating between residents and their families. *If you would like to arrange a Zoom Meeting or Face Time call with your loved one, please let us know and we will assist.*

All visitation within JMV North and Woolwich must be within a resident's room only. For those in shared rooms, staff will make arrangements for meeting rooms to be available.

Should you wish to have lunch with your loved one, please let us know by 3:00pm today and we will inform the kitchen.

Common areas are off limits to all visitors to the Residential Care Facility.

Residents of the Residential Aged Care are permitted to leave the premises with a family member or friend who has completed the necessary risk assessment without having to isolate upon return.

Independent Living residents are permitted to use their common area lounges. Carabella Tower residents are permitted to use the roof top garden on Level 4 Carabella House.

We will provide further advice and updates as they come to hand.

Stay Safe

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