

27 April 2020

Dear Family member/Advocate,



RE: Letter to Family members/Advocates re Controlled Face to Face visits

We appreciate everyone is keen to see their loved ones, and as such, Shepparton Villages will be easing restrictions on visitations by introducing managed and pre-booked face to face visits under strict conditions. However, this is dependent on infection rates both within the Goulburn Valley and nationally.

At the outset, can I please emphasize that we will not compromise on the safety of residents and staff, nor will we tolerate inappropriate behaviour towards staff as part of this process. We have developed the visitation program taking into consideration the current environment and all risk and infection control processes. However, should we, or the community have an infectious outbreak of any sort, these will be revised immediately.

So far, Shepparton Villages has had no confirmed cases of COVID 19, even though there have been COVID 19 cases in the community. This is due to the strict control and infection control measures we have taken to date. Whilst we are easing our visitation restrictions all infection control measures will remain in place and all visitors must adhere to the following rules.

It is extremely important you read the **entire content** of this letter **and the attachments** to understand the process and requirements to ensure the safety of all residents and staff within the facility, not just your loved one.

Visitor Program – ‘The rules’

- Visiting Hours within all facilities is between **1.30pm & 4.30pm 7 days** a week commencing on **Wednesday May 6, 2020**.
- Visiting Hours will be extended for Mother’s Day on Sunday May 10, from 10 to 4pm as a one off.
- All visits **must be pre-booked** Monday to Friday 9-5pm as the booking office will be closed on weekends.
- Bookings will commence on Thursday April 30 by contacting the admissions team on 58320807 or 58320877.
- Residents can only have **one booked visit per day** which consists of a maximum of 2 visitors. Families must coordinate visits as Shepparton Villages will not mediate for families.
- Visitors can only book two visits in advance.
- All visits are of a 30-minute duration.
- No booking, no visit hence you shall be turned away.
- All visitors **must**:
 - Have a current flu vaccination and provide evidence on entry (refer attached screening tool)
 - Be well and not have a temperature
 - Wash their hands-on entry
 - Have had no contact with someone with cold like symptoms or COVID-19
 - Practise social distancing at all times
- All visits must occur within the resident’s room
- All visitors must go directly to their loved one’s room on entry and not wander the facility
- All visitors are only to visit their loved one
- All visitors must be over the age of 16
- All visitors will be screened on entry

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Visiting Process

It is **VITALLY** important that you adhere to the following measures.

- Please do not arrive early for your appointment.
- On arrival push the buzzer and a staff member will open the door.
- If visitors are waiting to enter please practise social distancing and be patient.
- On entry a staff member will request you to:
 - Wash your hand adhering to the attached hand alcohol wash guidelines.
 - Fill out the attached form (you can pre-fill it out and bring on the day). One form per visitor.
 - Take your temperature.

If you pass all the infection control measures you can then proceed to visit however you must:

- Go **directly** to your loved one's room.
- Please do not touch anything along the way – hands are the greatest spreaders of germs.
- At **ALL** times, practise social distancing.
- Only visit for 30 minutes and when finished, please leave via the most direct route, remembering not to touch anything or to stop along the way.

Please note, the number of phone calls you receive from us about your loved one will decline as access to visits is implemented.

We understand these measures may sound extreme; however, these are not normal times, and these are not normal visits. You may have visited your loved ones in our facilities before, however this was not during a global pandemic.

Please work with us to make these visits work for all – we more than anyone want residents to see their families and loved ones and return to some sort of normality – however we will not compromise on the safety of residents and staff. Hence, controlled visits are necessary to ensure safety for all.

We also ask that everyone respects our staff and fellow visitors to ensure visits go smoothly and that you can maximise the time with your loved one.

We know that elderly people are amongst the most vulnerable, and globally deaths in nursing homes as a result of COVID-19 outbreaks are horrendous – we do not want that happening here.

Thank you for your patience and understanding, and for working with us.

Yours sincerely,



Kerri Rivett
Chief Executive Officer