

MEMORANDUM

Our Mission: Enriching the Lives of People in our Care

TO: All Staff
FROM: Kerri Rivett, CEO
DATE: 27th April 2020
SUBJECT: COVID-19 UPDATE
Restricted and Managed Visits to commence 6th May 2020

Shepparton Villages will be easing restrictions on visitations by introducing managed and pre-booked face to face visits under strict conditions, starting **Wednesday 6th May**. However, this is dependent on infection rates both within the Goulburn Valley and nationally.

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. I want to congratulate all staff on the way in which they have adapted to the changes and measures we have put in place and thank you all for your efforts, which have been above and beyond in many many cases.

A letter will shortly go to all families/advocates outlining the following. I have emphasised that the safety of our residents and staff is paramount and that we will not compromise on our control measures. I have also reiterated that there is a zero tolerance towards abuse of staff.

All **visitations will occur between 1.30-4.30pm 7 days per week** however these must be booked. Visitors that have not made a booking, have cold like symptoms and have not had/or tried to have a flu vaccination will not be able to visit and as such will be turned away if they turn up. Please note we have extended visiting hours from 10am to 4pm on Sunday, 10th May as a one off for Mother's Day.

All visitors must follow the attached rules and visiting process.

Staff have been employed to assess all visitors on arrival to ensure they follow the rules and visiting process.

Additionally, Care Managers will receive a daily list of visitors so that they can work with care and lifestyle staff to ensure all visitors are in their rooms ready for their scheduled visits.

Those residents not receiving visitors can attend lifestyle activities or one on one activities with lifestyle staff – there may be a need to alter the lifestyle program during the visiting hours, and this should be done in conjunction with Care Managers at each site.

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

If any staff member has a question or concern about the Visitation Policy, please refer it to your Care Manager in the first instance.

Thank you for your understanding and assistance – our residents are fortunate to have such a caring and committed workforce. I commend you all for the great work you have been doing and thank you in advance for adapting yet again to new ways of working during this pandemic.

Memo: Shepparton Villages Commences a restricted and managed visiting program

Visitor Program – ‘The rules’

- Visiting Hours within all facilities is between **1.30pm & 4.30pm 7 days** a week commencing on Wednesday 6th May 2020.
- All facilities will open from 10am to 4pm on Sunday 10th May as a one off lengthened day for Mother’s Day.
- Bookings will commence on Thursday 30th April by contacting the admissions team on 58320807 or 58320877. Please note – individual facilities will not be taking bookings – please refer all requests to the admission team.
- All visits **must be pre-booked** Monday to Friday 9-5pm. Booking office closed on weekends.
- 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 they 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
 - Must 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

Visiting Process – outlined to all families/NOK

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

- Do not arrive early for your visit.
- 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.