

2nd March 2020

Dear Visitors,

INFORMATION FOR VISITORS DURING COVID-19 OUTBREAK

As you are aware, the rapid changes in the situation of COVID-19 outbreak around the world has called for Australian government to provide an emergency management plan guideline for all health sectors including aged care services in preparing for a potential pandemic.

Based on the latest information from NSW Health and feedback from the residents and their families, we have decided to suspend activities that involve large congregation of people, and community visits which may expose residents to potential contagion at the moment. We expect this restriction will be in place till the end of April. We will review the risk and impact on this decision as more information becomes available.

BACKGROUND

As of today, we have 33 confirmed cases in Australia. Of the total cases reported, 21 of these cases are reported to have recovered. 1 person has sadly died. You can obtain more up to date information from <http://www.health.nsw.gov.au/coronavirus>

While the number of cases of COVID-19 is currently considered small in Australia, it is possible that this situation could change in a very short period of time.

Within the context of Aged Care Quality Standards, all aged care homes are expected to assess the risk of, and take steps to prevent, detect and control, the spread of infections. Infection management practices, such as isolating infectious individuals and applying standard and additional precautions to prevent transmission, minimise the risk of infection spreading.

Aged care homes often have frequent visitors and carers coming and going, and close physical contact between staff, residents and their families. Elderly residents are more at risk of infections generally, and are particularly vulnerable to serious illness if they do become infected.

With the above in mind, I would like to reiterate the importance of collaboration and cooperation among the aged care home, visitors, families and staff in achieving successful prevention of infection and control. This is an essential factor contributing to our readiness for health emergencies.

VISITOR'S INFECTION CONTROL PROTOCOL

As a general rule, if you are entering aged care homes as an individual visitor, please observe the infection control protocol in place.

- Please pay attention and read the alert signs that are put up at the entrance door, reception next to the sign in book, and also at all nurses' stations.
- All visitors are requested to sanitise their hands upon arrival.
- All visitors entering our facilities will be subjected to temperature and general health / travel history check. Please pause for our staff to use a NON-CONTACT thermometer to check your body temperature via your "forehead" on arrival and have a short chat with you on your recent travel history.

TIME WHEN NOT TO VISIT

- if you are unwell with any symptoms of fever, cough, running nose, or generally unwell; or
- if you have been identified as a suspected or confirmed case of COVID-19; or
- if someone to whom you have close contact or live in the same household has been identified as a suspect or confirmed case of COVID-19; or
- if you have travelled to, or transited through, mainland China in the past month; or
- if they have travelled to, or transited through the countries / places which have severe COVID-19 outbreak in the past month including but not limited to: South Korea, Iran, Italy, Japan, Singapore, Hong Kong, Thailand, Cambodian or Indonesia.

Should you require any further clarification, please contact your respective facility manager.

We thank you for your co-operation during this difficult period. We appreciate your support in helping to keep all our residents, employees and volunteers safe and healthy.

Yours sincerely



Jenny Chua
General Manager, Residential Care
E: jennychua@anhf.org.au