



ANHF

AUSTRALIAN NURSING HOME FOUNDATION

澳華療養院基金

Culturally Appropriate Aged Care Since 1980

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Dear Residents and Relatives,

### COVID-19 Update #9

While we cannot deny that the COVID-19 situation has caused so much inconvenience to all of our lives, we are thankful that we have been able to successfully protect our residents and maintain zero infection to date.

#### **The easing of rules does not apply to aged care yet.**

As the restrictions in the community have been gradually relaxed, you will notice that the same relaxations have not been applied to aged care facilities immediately for the obvious reason that our homes have many vulnerable people living together. The government continues to require us to maintain the restrictive visiting conditions for any people entering residential aged care homes. In addition to health and travel history check, all staff and visitors have been asked to make declarations and show evidence at entry that they have received Influenza vaccination within the 6 months before the rule came into effect on 1<sup>st</sup> May 2020.

#### **Mandatory Influenza Vaccination**

For more information about the Influenza vaccination requirement, please visit this website: [file:///S:/COVID-19%20Preparedness%20Plan/Residential/Influenza%20Vaccination%202020/coronavirus-covid-19-restrictions-on-entry-into-and-visitors-to-aged-care-facilities\\_1.pdf](file:///S:/COVID-19%20Preparedness%20Plan/Residential/Influenza%20Vaccination%202020/coronavirus-covid-19-restrictions-on-entry-into-and-visitors-to-aged-care-facilities_1.pdf)

#### **New Connection Ambassadors**

ANHF continues to maintain restricted access for visitors to our residential care homes to balance the risks of exposure to potential COVID-19 carriers and the needs of residents and families to remain connected and be supported. We are supporting this with a new initiative of appointing Connection Ambassadors to assist you and your loved ones to stay in touch.

We managed to “borrow” additional staff resources from the Seniors Wellness Centres to assist in the implementation of the following activities:

- Helping residents to make regular phone calls or video conferencing with families at mutually agreed times;
- Managing the booking and/or on-site social visiting appointment at the designated safe visiting venue (e.g. side or back courtyard);

- Transferring residents to the designated safe visiting venue;
- Assisting in the entry screening process;
- Assisting in the picking up and delivery of gifts / clothes / food items meeting food safety guidelines from the visitors (who only want to drop off items but not entering the home) to the residents;
- Assisting the Lifestyle team to provide lifestyle and enablement activities to the residents.

The Connection Ambassadors are our experienced frontline staff in day care setting and will be trained to carry out the designated duties. They will start working at each nursing home from 9am to 5pm from next Monday 18/05/2020. Please be expected to hear from them when they call to connect. Our registered nurses will continue be responsible for the communication of clinical care matters of your loved ones and will call you to discuss separately.

### **New Visitors' Access Code**

It is likely that the COVID-19 situation will not be short-term and so it is important to ensure that you and your families are able to visit your loved ones at the nursing homes during this time and the uncertain timeframes that may be ahead. If you cannot visit them, it is important to keep in touch via making phone or video calls, sending postcards, photos or artwork or film short videos to share. Our Connection Ambassadors are ready to assist.

In order to balance the risk of allowing visitor access and recognising social engagement with visitors is of significant importance to residents, we would like you to contact each Facility Manager first to make appointment and work out a visiting plan before your visit.

While we still have to obey the law (Public Health – COVID-19 for Residential Aged Care 2020), our industry peak bodies had worked with other larger aged care providers and consumer advocacy groups to develop the new “Visitors’ Access Code” to provide the code of conduct on how we, aged care providers, and you, families of our residents could respect and work in partnership to protect our residents.

Please find attached the “Visitors’ Access Code” released on 12/05/2020 for your information and reference. We will certainly follow this code in considering and arranging all requests for visits during COVID-19 crisis so that all residents’ families and visitors will have the same opportunity to connect and/or visit.

Thank you again for your understanding and patience.

Yours sincerely



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For our updates during COVID-19, please visit our website [www.anhf.org.au](http://www.anhf.org.au).