



24 November 2020

Dear Residents and Relatives,

### **COVID-19 Update #16**

It is good news to hear that NSW and Victoria reported no locations associated with a confirmed COVID-19 case within the past 14 days, although there were still some risks on community transmissions in certain areas in South Australia.

I am writing to provide you some updates regarding ANHF facilities.

#### **1. Visitation Restrictions**

- We will ensure our visitation restrictions comply with public health orders<sup>1</sup> and the Industry Code for Visiting Residential Aged Care Homes during COVID-19.
- Please find attached document titled “RS6844 Residential Care Visitor access during COVID-19\_V1.0” detailing how our nursing homes manage visitor access for your information. This document contains the same information I informed you in my last letter.
- Due to the environmental limitation at each facility for social distancing visit, all visits will be required to go through an appointment system whereby your request for visit and agreement to follow the screenings and infection control protocols will be documented.

#### **2. External Outings**

- **Bus outings**
  - Each facility’s bus outings activity will soon be resumed whereby a small group of residents will be accompanied by our Lifestyle staff and approved volunteers for a sight-seeing bus ride. Infection control screenings and protocols will be adhered to. At this stage, the bus outings will be limited to a short bus ride and the residents will not leave the bus.
- **External medical appointment**
  - Our Facility Manager will support residents to attend all necessary medical services whether offsite or via Telehealth.
  - Any medical appointment that is permitted is subject to risk assessment and agreement from the family and the receiving medical services providers to provide accurate information and engage in risk management mitigation measures before the resident going out and screening procedures on return. Facility Manager will give information to families about the facility’s expectations. Residents and families are expected to document their agreement to these procedures.
  - Quarantine and self-isolation on return to the nursing home may occur if directed by the public health unit or upon the recommendation of the discharging medical practitioner.

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<sup>1</sup> Public Health (COVID-19 Aged Care Facilities) Order (No 3) 2020 – which was released on 16/09/2020 effective from 18/09/2020 to 17/12/2020

o **Residents visit family at home or in the community**

- We will facilitate the occurrence of external small visits by the residents to their family in the community where these can be conducted in a safe manner.
- Any external visits by the residents to their family is permitted subject to risk assessment and agreement from the family to provide accurate information and engage in risk management mitigation measures before the resident going out and screening procedures on return. Facility Manager will give information to families about the facility's expectations. Residents and families are expected to be asked to document their agreement to these procedures.
- In line with the Australian government's advice, we strongly discourage you to visit very high risk social environments where crowds gather.<sup>2</sup>
- We appreciate that many residents and families are looking forward to sharing a meal in the restaurant over the upcoming festival season. However we urge you take a cautious approach about where the resident goes and who s/he will see. Consider the potential risk to the resident and choose a COVID-Safe restaurant wisely, avoid crowd, minimise staying time and observe hand hygiene often. Wear a mask if social distancing cannot be maintained.
- All family and friends to whom the residents come into contact should be aware of their responsibilities in protecting the residents by observing COVID-Safe protocols. Here are some tips for those who consider spending time to visit family and friends in the community. Here are some tips:
  - [Coronavirus \(COVID-19\) – Radio – 请在家人朋友相聚时确保安全 \(Staying safe when gathering with family and friends\)](#) Chinese, Simplified - 简体中文 - 27 October 2020 – Audio
  - [Coronavirus \(COVID-19\) – Radio – 與家人和朋友相聚時須確保安全\(Staying safe when gathering with family and friends\)](#) Chinese, Traditional - 繁體中文 - 30 October 2020 – Audio
- Residents and family will be required to comply with screening procedure on return. Quarantine and self-isolation on return to the RACF may occur.

**3. Each facility will continue to ensure**

- o All staff, approved volunteers, contractors, visitors are required to **wear a surgical mask** (provided by us) or other Personal Protective Equipment (PPE) while in the facility, in addition to complying with the entry temperature check and screenings.
- o Our Connection Ambassadors will continue to assist all residents to maintain communications with family, friends or others.
- o Our registered nurses will continue to provide clinical updates of residents to their primary contacts.
- o Our Facility Managers will continue to consider all special requests for visits compassionately. Please do not hesitate to contact our Facility Managers if you have any questions.

Thank you again for your continuous attention and understanding.

Yours sincerely



Jenny Chua

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<sup>2</sup> <https://www.health.gov.au/news/australian-health-protection-principal-committee-ahppc-statement-on-very-high-risk-social-environments>

General Manager, Residential Care