

CORONAVIRUS INFORMATION FOR RESIDENTS AND FAMILIES

Friday, May 1, 2020

As a follow up to our communication of 3rd April we would like to keep you informed of our planning and our experience so far. In our previous communication we outlined that no residents or staff have been confirmed as being COVID-19 positive. We are very pleased that this remains the case as of today. Thank you to the dedicated staff and our community for working with the MMG team so closely to achieve this outcome.

Since the inception of the threat from COVID-19 we have sought to minimise the risks of exposure to our residents and staff. On the 16th March we imposed restrictions on visitors entering the facilities as well as restrictions on staff. We have been undertaking health checks for essential service staff, visitors and staff. We have been using a cleaning product twice weekly throughout the facility that kills the virus on contact. We have removed furniture from the common spaces to enforce social distancing. Organisational meetings have been conducted remotely using technology. We have implemented the use of scheduled Skype sessions for families to speak with, and see, residents. We have had comprehensive testing of staff members for COVID-19 and we have put in place mandatory flu vaccination for all staff. So far, we have kept our residents and staff virus free. This success has been achieved only with prolonged significant sacrifices made by residents and families. We have also restructured our lifestyle programme with additional resources and care staff around our residents having less family visits. We understand the sacrifice of all involved and it has helped keep our resident's virus free.

As you may be aware the Prime Minister announced last week the government's "encouragement" for family to visit aged care.

We are all mindful nevertheless of the significant infection and death rate at Newmarch House owned by Anglicare, and Dorothy Henderson owned by Baptistcare, and the impact upon residents exposed to COVID-19. The mortality rate of residents in aged care in Europe, the United States and the United Kingdom shows that round 40% of residents in aged care facilities where the virus takes hold, subsequently die. All our industry professional bodies are advising absolute caution, not open doors. In addition, over 80% of our resident's based on family's feedback to date request that we continue with extreme caution. We consider the loss of one resident's life a price we are not willing to pay.

Our visitor policy effective from 1st May and until further notice will be;

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- A maximum of two visitors will be allowed to visit together per week for 15 minutes
- All visitors shall report to the reception to have their temperature and health checked
- All visitors shall enter through the main entrance as the access cards for family members remain deactivated
- All visitors details of their visiting time, name, and the day of the week and health status will be recorded
- All visits shall be conducted between 9am to 6pm, including weekends
- All visits will be a maximum of two people (together) and will be once a week only until further notice
- All visitors shall comply with their hand hygiene obligations, wearing a mask and gloves and comply with the 1.5-metre social distancing while visiting. The single-use mask and gloves will be provided at reception and disposed in a safe bin at the reception
- All visits shall be conducted in the resident's room and not in any communal areas
- All visitors must comply with the vaccination requirement to enter into an aged care facility as outlined by the Department of Health. No children 16 years and under are permitted except in exceptional circumstances (active palliation of a resident)
- Visitors with flu-like symptoms will not be granted entry to the facility
- Visitors with colds and other similar illnesses will not be granted entry to the facility
- Visitors need to download the Govt. CovidSafe app and maintain personal vigilance and not attend the facility if they have been in the proximity of someone who is COVID-19 positive
- Visitors not complying with the current requirements will be temporarily banned from the facility until further MMG restrictions are lifted or COVID-19 passes

The requirement to provide evidence of influenza vaccination is mandatory and is issued under a Public Health Order. It is a legal requirement. There are no circumstances where this requirement can be waived. No one will be admitted to the facility without providing evidence of vaccination including all visitors, contractors and visiting health professionals.

We encourage family members not to visit their loved ones in aged care until further notice. Our residents are in very good hands. We encourage the continued use of social media such as face time, Skype and Zoom for daily communication. Our policy as above will also allow visits to those family members who feel it is important as well, albeit once a week for the moment, to visit with the two healthy visitors a week policy. This is a good, safe and



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preventative system that will provide residents maximum protection at this point in time. Without being alarmist, it is certainly conceivable as per Singapore that there will be a 2nd wave of COVID-19 infections. Thank you for understanding and thank you for working with us for everyone's safety and wellness. We know there will be differing views, the majority of family want no access granted, some people would like more. We appreciate every family who works with us during this time for the common good, for respecting our front-line staff who make a significant contribution every day, you have our thanks. Keep safe.

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Kind Regards,



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