

CORONAVIRUS INFORMATION FOR RESIDENTS AND FAMILIES

Friday, May 15, 2020

As a follow up to our communication of 1st May 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.

The aged care industry, and State and Commonwealth governments, have been working on, and agreed to, an Industry Code for Visiting Residential Aged Care Homes During the COVID-19 Pandemic. The Code is a guide, or set of recommendations, taking into account the specific circumstances, of each aged care facility, and the prevalence of infection in the local community. Compliance with the Code is not mandatory, but recommended. The organizations Clinical Quality and Risk Committee has reviewed the recommendations, and the changes adopted and effective from today in New South Wales, and have determined that effective as of today the following measures will apply:

- A maximum of two visitors will be allowed to visit twice per week for 30 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 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, or similar illnesses, will not be granted entry to the facility
- Long sleeve gowns for family members who are unable to maintain social distancing, for example for our Brodie residents, will be provided and must be worn.

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Visitors not complying with the current requirements will be temporarily banned from the facility until further MMG restrictions are lifted or COVID-19 passes.

Additionally, we have considered the recommendations in relation to those considered workers. They include medical and allied health staff, Community Visitors Scheme volunteers, aged care advocates, legal representatives, or carers privately contracted by the resident or their family. Carers are not visitors for the purpose of this Code. They are considered workers (including volunteers) under the various State Emergency and Health Directives. Such workers will be required to comply with an aged care homes' practices including their infection prevention and control measures. As such, under the new arrangements in order to comply with the State Emergency and Health Directives, their visits are restricted to no longer than 2 hours during the COVID-19 period. So, they may attend the facility for a maximum of 2 hours per visit. However as indoor pools, exercise spaces and gymnasiums remain closed they can only provide intervention in residents rooms.

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 the continued use of social media such as face time, Skype and Zoom for daily communication. 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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