

CORONAVIRUS INFORMATION FOR RESIDENTS AND FAMILIES

Thursday, 4th June , 2020

As a follow up to our communication of our last communication 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, continue to promote the Industry Code for Visiting Residential Aged Care Homes during the COVID-19 Pandemic. The organizations Clinical Quality and Risk Committee has reviewed the recommendations, and the changes adopted, and that effective as of today the following measures will apply:

- Visitors may attend the facility between 9am and 6pm, including weekends as per normal visiting arrangements.
- 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 visits are to be of 2 hours duration or less.
- All visitors shall comply with their hand hygiene obligations, wearing a mask and comply with the 1.5-metre social distancing while visiting. The single-use mask 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

In effect normal visiting arrangements are now in place in terms of frequency of visit and visitor numbers. Visitors not complying with the current requirements will be temporarily banned from the facility until further MMG restrictions are lifted or COVID-19 passes.

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Yesterday it was announced by the Premier of New South Wales that they expected indoor pools, exercise spaces and gymnasiums will open on, or around, the 13th June. If that change is implemented at that date, we will recommence resident movement between floors for activities and exercise. We will also return to undertaking bus outings for residents, and our normal activities programmes. We will also scale back the use of Skype and Zoom for daily communication as visiting will be as normal.

As the threat of influenza and gastroenteritis looms over the winter period we will continue a couple of these initiatives to minimise the risk to residents and staff from both of these illnesses which can also have catastrophic consequences.

On behalf of the staff of the organisation we would like to say thank you to our residents, their families and our suppliers and contractors for the support of our processes during this prolonged period. We implemented practises that were in excess of the State and Federal recommendations from the beginning, and we have maintained that conservative approach throughout the Pandemic. We did so because of the serious risk to our residents, staff and the community. Thankfully the sacrifices made by all of you have helped keep everyone safe. Thank you for your patience and tolerance during this challenging event, it has changed us all in a way we never thought possible.

Kind Regards,



Alasdair Croydon
Chief Operating Officer



Pauline Bollard
General Manager