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## Message to all our Visitors – COVID-19 – Update 26/5/2020

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I am very happy to report that we have had **NO confirmed cases of COVID-19** with any of our residents or our team members.

I would like to reconfirm our previous advice that if in the unfortunate event that we were to have a confirmed COVID-19 case we would immediately inform all the residents, family members, our employees and the relevant authorities.

### **Visiting Protocols**

Based on the current information and the perceived risk to our residents and employees our National Response Team has decided to leave the current Visiting Protocols unchanged with the exception of extending the length of the visits from 30 to 60 minutes effective from Monday 1<sup>st</sup> June 2020 onwards.

We are required to ensure that all visitors maintain a social distance of 1.5 m2. The only way we can achieve this is by limiting the number of visitors into the Home at the one time.

These protocols match the “Industry Code for Visiting Residential Aged Care Homes During COVID-19” released on the 19<sup>th</sup> May 2020 on behalf of the Australian Government by the Aged Care Quality & Safety Commission.

### **The Visiting Times Remain as follows:**

Visiting hours are at the following times **9.30am–11.30am and 1.30pm–4.30pm Monday to Friday.**

There will be an opportunity to visit between **9.30am–11.30am on Saturday** for those who work for an essential service and are not able to visit on a weekday.

These visiting times will be **capped to 60 minutes** to enable as many visitors as possible to visit during the allocated time periods.

### **Why are the Visiting Hours Sometimes Cancelled at Short Notice?**

COVID-19 is still being spread in the community. In the past week the media has reported new cases of COVID-19 in aged care homes in Queensland, NSW and Victoria.

We have had visitors to the Home who have subsequently found out that they or a family member have been in direct contact with someone who has been confirmed as having COVID-19. We are very grateful that they have advised us of this situation so that we could respond accordingly to protect the residents and our staff.

Many of our residents are in aged care because they have multiple complex health issues including respiratory illnesses. The respiratory illness symptoms are not present all of the time. When these symptoms do reappear they can be identical to the symptoms for COVID-19 and we are required to respond as if it is a potential COVID-19 case.

These are some examples of why we cancel visiting hours at short notice and we apologise for the inconvenience that this may cause.



**Next Steps**

**Our National Response Team will continue to assess the situation daily. We will reassess the current visiting protocols by the 8<sup>th</sup> June unless a prior direction is received by the Department of Health or the Aged Care Quality & Safety Commission.**

Please remember that there is no vaccine for COVID-19 and that the only protection we have against catching the disease are our screening processes on entry to the home, your assistance in practicing social distancing of 1.5 metres, washing your hands regularly with soap and hot water.

**We look forward to the day that we are able to remove all the restrictions.**

Once again, I would like to thank you in advance for your support.

Yours sincerely,

Andrew Meek  
Chief Executive Officer



## **Visiting Protocol**

**The Australian Government, Department of Health (1/5/20)**, Coronavirus (Covid-19) advice for people in aged care facilities states that the following people cannot visit an aged care home:

- Visitors who have returned from overseas in the last 14 days.
- Visitors who have been in contact with someone confirmed to have COVID-19 in the last 14 days.
- Visitors with a fever or symptoms of a respiratory illness.
- Children 16 years and under, except in special circumstances, for example, where the aged care resident is in palliative care.
- From 1 May 2020, you must have your influenza vaccination to visit an aged care facility.
- Visits should be short.
- Each resident may have no more than 2 visitors at one time per day, including doctors.

## **How to Book a Visit:**

We are still required to maintain social distancing protocols of 1.5 metres. The only way this can be managed is by limiting the number of visitors in the Home at the one time. To book a visiting time please email [info@narangbaagedcare.com.au](mailto:info@narangbaagedcare.com.au) or call (07) 3053 3700.

## **Visiting Protocols:**

- All visitors must provide details on their current health status including signing a declaration.
- All visitors must provide evidence of their current 2020 flu vaccination status.
- All visitors must undergo a non-invasive temperature check prior to entry.
- Visits will be capped to a maximum of 60 minutes. This is so that we can accommodate more visitors.
- Visitors will be directed to a signed designated meeting area. All communal areas will be closed to visitors. This includes café areas, public toilets, activity rooms etc.
- In room visits will be conducted for residents who are unable to use the designated meeting area. Visitors will be asked to leave the room if a nurse or GP are required to enter the room to attend to the resident.
- Please do not approach or socialise with other residents.
- Please do not socialise with our team unless it is to receive a specific update on your family member.
- We recommend that you arrive 15 minutes prior to your confirmed visiting time so that all the necessary forms and checks can be completed.
- We also ask that you be considerate and do not extend your visit beyond the 60 minutes as this will impact our ability to let the next visitor into the Home.

The days and times for visits **into** the Home as outlined above are in addition to the garden and window visits that are already in place.