

Message to all our Visitors – COVID-19 – Update 12/6/2020

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 have been frequently asked why the visiting protocols remain in place. There are two main reasons:

1. We are following the directives from the Department of Health. Although the State Government has relaxed the COVID-19 safety measures for the general community, there has been no relaxation in measures for Aged Care Homes.
2. Australia has managed the pandemic well compared to other countries. Thankfully the spread of COVID-19 throughout our community is reducing. Yet despite this trend the instances of COVID-19 in Aged Care Homes in Australia is increasing. I suspect that the investigations into these incidents will reveal that these Homes may not have been following all the visiting protocols.

We remain very vigilant. Our National Response team continue to meet daily to review the situation.

Visiting Protocols

The extension in visiting duration from 30 to 60 minutes has been very well received and I would like to thank you on behalf of my team for all the emails & letters of support we continue to receive.

I would like to remind our visitors that we are still required to ensure that all visitors maintain a social distance of 1.5 m between each person including residents, and within a room there must be an allowance of 4m² of floor area around each person. **To comply with these requirements please remember that all community and communal areas including the cafes remain off limits to visitors.**

External Visits For Residents:

The directives from the Department of Health state that Aged Care residents are only able to leave the Home to attend medical appointments. We continue to be happy for family members to assist with these visits.

In the past two weeks we have had a number of incidents where a resident has been taken out by a family member for a medical appointment. We have subsequently been informed that whilst they were out the resident had attended family parties, shopping centres and other community areas.

We are disappointed that members of our community are willing to risk the well being of all our residents and our team. Everyone has collaborated incredibly well together to keep COVID-19 out of our Home. It will be incredibly sad to have a confirmed case at this late stage of the pandemic due to a selfish act.



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It is a legal requirement in some States that we report these incidents to the Police. In the first instance we are assuming it is a misunderstanding. Going forward we have no choice but to report a repeat occurrence otherwise we will face significant financial penalties. Please note, this will also result in financial penalties for those that are responsible for these transgressions from the department of Health directive.

Stay Safe

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, and washing your hands regularly with soap and water.

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.

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

Yours sincerely,

Andrew Meek
Chief Executive Officer



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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@holmwood.com.au or call (03) 5962 4321.

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.