

30th July 2020

[Please share with all family and friends that would normally visit]

Dear Residents, Family Members and Friends

Important update: Increased visitation restrictions in all Queensland homes

Due to our first-hand experience and learnings with the pandemic in Victoria we are now deeply concerned with the recent COVID-19 situation developing in Queensland and its close proximity to our homes.

As such, we have made the difficult yet necessary decision to restrict visits to **Compassionate visits only** at all Japara homes in **Queensland**, effective **11:59pm tonight Thursday 30th July 2020** in order to protect the health and safety of our residents and staff during this time.

We will review this decision in 7 days and keep you updated.

Compassionate visits include:

- Caring for residents who become unwell, are receiving palliative or end of life care
- For residents who are receiving regular care by a loved one and who assist in providing emotional and/or physical support

As always, you can arrange these visits directly with your Home Manager.

If you have booked a visit over the next two weeks in one of our Queensland homes, you will be contacted by phone to discuss postponing your visit until the risks in the community are reduced. Thank you in advance for your understanding. Alternatively, you can phone **Japara Assist** on **1800 52 72 72** to discuss.

Please note that external providers such as volunteers, hairdressers, library book services and entertainers will not be allowed to enter the home until further notice. Religious representatives will be permitted for compassionate support and essential services contractors will be permitted for scheduled and reactive essential works, and will be required to comply with strict screening and hygiene protocols.

All normal deliveries are being accepted at our homes unless otherwise advised.

Whilst we have the most stringent screening processes in place at our homes, we strongly discourage our residents leave the home unless it is absolutely necessary for them to do so as we all have a personal and legal responsibility to protect ourselves, our loved ones and the wider community.

You may also want to consider taking your loved one home for extended social leave if this suits your circumstances and we encourage you to discuss this with your Home Manager.

Staying socially connected

Please remember that our staff are on hand to work with you to facilitate many different ways for you and your loved ones to stay socially and emotionally connected, including the use of video and phone calls, balcony visits, letters, eTelegrams and more. Our lifestyle activities will continue subject to social distancing and strict hygiene measures.

We understand that these are challenging times and appreciate your support. We are continually reviewing our visiting hours in line with the Department of Health advice and look forward to increasing visits again when it is safe to do so.

In the meantime, please stay safe and well.

Yours sincerely



Lindon Le Griffon
Chief Operations Officer

Japara Visitor Guidelines for Queensland – as at 30th July 2020

We remain extremely concerned about COVID-19 entering our homes. Our aim is to work together to ensure we maintain a safe environment for our residents and staff. The safest way to stay connected is by phone or through the many other technology-based options available. Please arrange a visit only when you consider it as **essential**.

Visitors will be expected to follow the **strictest infection control** measures and give their full **co-operation** and **respect** to our care teams.

How to arrange a visit

1. **Compassionate support visits:** Please phone your Home Manager directly to arrange an agreed time. These visits may include caring for residents who become unwell, are receiving palliative or end of life care or who are receiving regular care by a loved one who assists in providing emotional and/or physical support.
2. **General support visits have been suspended until further notice.** Please phone the home directly or **Japara Assist** on 1800 52 72 72 during business hours and our team will postpone your bookings on your behalf.

Conditions:

- Compassionate visits will be agreed individually between residents, families and the Home Manager.
- Pre-approved visitors may be required to wear masks and other PPE.
- Please note that strict pre-screening and hygiene measures will apply before you can enter our homes and can vary by state according to the applicable Emergency Orders and/or the local Chief Health Officer directives.

Please do not visit if you:

- are generally unwell and have mild flu-like symptoms (fever, sore throat, cough, fatigue or runny nose);
- have been in direct contact with a person who has mild flu-like symptoms (fever, sore throat, cough, fatigue or runny nose)
- have been overseas or on a cruise ship (passenger or crew) in the past 14 days;
- have been in direct contact with any person suspected of or diagnosed with COVID-19;
- have not been vaccinated against influenza;
- are under the age of 16 unless you are visiting for the purposes of end of life support.

When entering the home

✓	Please adhere to the following:
	1. Enter via the home's single point of entry and use hand sanitiser for 20 seconds as you enter
	2. Report to reception and complete the health screening, including a temperature check
	3. Provide evidence of your 2020 Influenza Vaccination
	4. Go directly to the resident's room or agreed alternative.
	5. Avoid touching any surfaces (wheel-chair handles, over-bed tables, door handles, lift buttons, etc)
	6. Do not make physical contact with your loved one – no hugs, kisses or embraces (we know this is incredibly difficult but it's extremely important to their safety)
	7. Practice hand hygiene before entering and leaving a resident's room (wash hands, use sanitiser)
	8. Maintain 1.5m physical distancing rules at all times from staff and other residents
	9. When your visit is finished, please leave promptly by the most direct route
	10. If you are unwell at any time after your visit, please alert the Home Manager immediately