

Tuesday 14 July 2020

**PLEASE SHARE WITH FAMILY & FRIENDS**

Dear Residents, Family Members and Friends

## **Visitation to our South Australian and Tasmanian homes**

As you will be aware, we have been keeping you up to date with regard to visiting restrictions during these COVID-19 times. We appreciate your support as we navigate the pathway to achieve the optimal balance of maintaining individual connectedness, against the risk of introducing COVID-19 into our Japara homes. Whilst we know that this has been challenging from time to time, I think we've collectively achieved great outcomes with no outbreaks in any of homes across Australia. Thank you. We must now maintain our vigilance to ensure that the outcomes to date are sustained.

In the past few days, we have seen changes across the states with regard to reducing visiting restrictions and the advice from the Australian Health Protection Principal Committee (AHPPC) has been updated. Accordingly, we have also reviewed our visiting protocols and are pleased to announce that **we are making visits available every day, effective immediately.**

**General Support Visits** – one visit per day, **every day**, for up to one hour and with a maximum of two visitors per visit. Whilst there are no longer age restrictions, visitors will need to comply with our entry screening criteria. **Visitors under the age of 16 years must be accompanied by an adult.**

As we need to manage the number of visitors in the home at any one time, in addition to managing pre-entry screening, visits must continue to be scheduled in business hours and will commence at 9.30am and conclude at 5pm daily (with a rest period from 12.00pm to 2.00pm).

**Compassionate Support Visits** – these will continue to be made directly with the Home Manager.

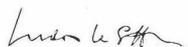
Where residents are able to attend external family gatherings, we cannot stress how important it is to limit their risk of exposure by maintaining vigilance with hygiene and physical distancing practices.

Again, we understand that these are challenging times and appreciate your support. We will continue to review our visiting hours in line with our capacity to increase. We want to allow more visits and we want to keep our homes COVID-safe. We are also aware of changing state-based guidelines with respect to those travelling interstate to visit loved ones or travelling from known "hotspots". In these cases, we recommend that you make yourself familiar with the relevant requirements.

In line with the changing advice, I would like to inform you that we will update our pre-entry screening questions from time to time to ensure we capture the required information prior to entering our homes.

In the meantime, it's nice to be announcing further improvements for our residents and families.

Yours sincerely



**Lindon Le Griffon**  
**Chief Operations Officer**

## Japara Visitor Guidelines for SA and TAS – as at 14 July 2020

While we are excited to welcome back more families and friends, 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. Otherwise, we request that you only visit where you or your loved one considers it **necessary**.

We expect you to follow the **strictest infection control** measures and give your 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:** Unless you have been previously advised to call the home directly, please phone **Japara Assist** on **1800 52 72 72 during business hours** and our team will make bookings on your behalf.

### Conditions:

- General support visits can now be made **every day**, for up to **60 minutes in duration**, with a maximum of **two visitors per visit** for a maximum of **one visit per resident**, per day.
- Visiting hours are daily between **9:30am-12.00pm (last visit at 11am)** and **2.00pm-5.00pm (last visit at 4pm)**, with a new week commencing on a Monday. Compassionate visits will be agreed individually between residents, families and the Home Manager.
- 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.

### 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. <b>Report to reception</b> 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 <b>any</b> 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