

Friday 4th September 2020

PLEASE SHARE WITH FAMILY & FRIENDS

Dear Residents, Family Members and Friends

Visitation to our NSW homes

As NSW Department of Health guidelines are updated, we wish to maintain current communication with Japara NSW residents and families to ensure clarity regarding visitor restrictions during Covid-19. We appreciate your support as we endeavour to create an optimal balance of maintaining resident/family connectedness whilst ensuring the safety of all residents in our care. Thank you for your support as we navigate the changing levels of restriction across the state.

Current restrictions permit **compassionate visits only**. All staff and visitors must wear a mask within the home. Residents can not leave the home unless they are receiving health care, attending a funeral or for an emergency or for compassionate reasons.

Due to the outbreaks in Victoria, as mandated by the NSW Department of Health, Japara Albury and District is accepting compassionate visits from NSW only. We will continue to keep you updated on changes to current restrictions as they evolve.

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. Alternatively, you can phone **Japara Assist** on **1800 52 72 72** to discuss.

PPE requirements

In line with the Department of Health's directive we require all staff to wear face masks when providing care and in close contact with residents (where social distancing cannot be maintained) throughout all our NSW homes. Furthermore, all visitors are required to wear a face mask or shield when they are in the home.

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 only for compassionate support and will have to wear PPE for visits to residents who are in isolation.

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,

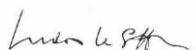
balcony visits, letters, eTelegrams and more. Our lifestyle activities will continue subject to social distancing and strict hygiene measures.

We understand that these are challenging times and appreciate your support. We are continually reviewing restrictions within our Japara NSW homes in line with the Department of Health advice and look forward to increasing visits again when it is safe to do so. We thank you in advance for your patience and understanding.

Could I please encourage you to share this information with other family members and friends who wish to visit.

In the meantime, please stay safe and well.

Yours sincerely



Lindon Le Griffon
Chief Operations Officer