

Tuesday 8th September 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 VIC homes

In line with the Victorian Government's re-imposed **Stage Four (4) Stay-at-Home restrictions** you would be aware that all visits to our Melbourne Metropolitan homes continue to be **Compassionate visits only**.

We are still deeply concerned with the rapid spread of community transmission and in particular the recent COVID-19 outbreaks in a number of aged care homes.

We will continue to review this decision and continue to 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.

For more information you can phone **Japara Assist** on **1800 52 72 72** to discuss.

What is changing?

In line with the Department of Health's directive we are requiring all staff to wear face masks when providing care and in close contact with residents (where social distancing cannot be maintained) throughout all our Victorian homes.

Furthermore, all visitors will now be required to wear a face mask or shield when they are in the home.

Resident's will not be required to wear a mask unless they request to or are in a position whereby they cannot apply proper social distancing.

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.

Returning to the home from leave

We strongly discourage our residents leave the home unless it is absolutely necessary for them to do so. Further advice from the Department of Health is to ensure we minimise all risks of infection entering our home as it can have catastrophic consequences.

Whilst we have the most stringent screening processes in place at our homes, we all have a personal and legal responsibility to protect ourselves, our loved ones and the wider community.

Therefore, residents who are returning from hospital leave, medical leave and social leave will now be required to isolate for 14 days. This includes essential and routine medical visits as well as return admissions from hospital. Staff who are caring for these residents will be required to wear PPE.

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