

CORONA VIRUS – COVID-19 UPDATE

With the advent of the Corona Virus COVID-19, Evergreen Life Care is working hard to protect our residents, staff and visitors from infection. We are also very mindful of families' needs for contact with loved ones and to know they are safe. We are therefore taking the best advice from both State and Federal Departments of Health and industry bodies, and are updating precautions regularly. Residents and families will receive regular communication through email, post, noticeboards and our website and should be aware that the requirement may change at short notice.

It will take a whole of community approach to beat this challenge, and we ask for your understanding and cooperation with requirements below:

1) Visiting Hours Change from Monday 23/3/2020

Visiting will be restricted to the following time slots:

Monday – Friday	11.30am – 1.30am 5.00pm – 7.00pm
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Saturday – Sunday	11.00am – 3.00pm
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2) Restriction on Entry into Aged Care Facility or Community Centre

Entry to the facility is prohibited, if any of the following apply:

- You have returned from overseas in the last 14 days
- You have been in contact with a confirmed case of COVID-19 in the last 14 days
- You have a fever or symptoms of acute respiratory infection (eg cough, sore throat, runny nose, shortness of breath)

All visitors are required to sign a declaration in the visitors register confirming they are eligible to enter.

3) Vaccination is Mandatory by 1st May 2020

Visitors, staff and volunteers must have an influenza vaccination by 1st May or cannot enter the aged care facility.

4) Aged Care Visiting Rules

- Residents are limited to only 1 visit per day with no more than 2 visitors at one time
- Visits should be restricted to a short duration, no more than 1 hour
- Where possible, maintain a distance of 1.5 metres from other persons, avoid shaking hands, hugging and kissing
- Visitors wishing to dine with residents will only be served in the resident's room. Please ensure your meal is booked ahead, and note, there may be some delays due to additional workloads.
- Visitors must confine themselves to the resident's room or outdoor areas. Please avoid common areas and do not take the resident off site.
- Residents of the Lodge should not leave the facility except where it is a medical requirement. Please discuss first with the care manager
- Children under the age of 16 are NOT permitted to enter the facility
- Where necessary, special arrangements can be made for resident's at the end of life through the Facility Manager

5) Hand, cough and sneeze hygiene

- Remember to use the hand disinfectant at reception and the handwashing facilities in the corridors and rooms on entry and exit, before eating or touching your face or another person
- If you have any illness, please do not enter the site

6) Phone and video contact

- Please keep in regular telephone contact with your loved one if you cannot visit.
- You might like to consider using face time or video calling on a phone, laptop or tablet.
- If need assistance to arrange this, please contact reception or the RN in Charge on 4349 2300.

7) Entertainment, Social Activities and Gatherings

- Large group entertainment, excursions, chapel services and family parties are discontinued until further notice
- Recreational activities will continue for residents in small group settings, as well as individual pastoral care and social support.

If you have any questions or concerns, please call the facility prior to arrival, or speak to the RN in Charge, the Care Manager or Facility Manager.

You can also email questions and suggestions to info@evergreenlifecare.org.au.