

Dear Family/Friends,

This week we have seen the first 2 cases of Corona Virus (COVID-19) diagnosed on the Central Coast. We are acutely aware of community concerns and would like to update you on the steps we are taking to keep our Evergreen community safe.

Evergreen's Board and Management Team are meeting regularly to monitor the situation and update plans according to expert advice and in keeping with the needs of our vulnerable population. In addition to the precautions already in place, we have reviewed the national announcement by our Prime Minister today which includes new requirements for Residential Aged Care Facilities. All visitors are required to comply with the following:

### **1) Restriction on entry into aged care facilities:**

We are required to reduce movement of people into and within the facility.

Visitors are not permitted to enter the facility if any of the following apply:

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

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

All contractors and entertainers have been asked to submit their infection control plans to management for approval and are also required to sign the same declaration as visitors prior to entry.

Non-essential visits have been ceased. Meetings are in some cases postponed or conducted by phone/teleconference.

Staff who are ill or present with risk factors are not permitted to attend work.

### **Vaccination**

All visitors, staff and volunteers must have had an influenza vaccination by 1<sup>st</sup> May, if wishing to enter the facility.

We encourage you to arrange this early through your doctor.

Evergreen has vaccination arrangements in place for residents, staff and volunteers (expected to commence next week).

### **2) Visiting Guidelines**

We are very mindful of families' needs for contact with loved ones and to know they are safe. The following guidelines should help:

- Government have recommended that each resident only receive 1 visit per day with no more than 2 visitors at one time. We appreciate this requires a higher level of coordination for some families and thank you for understanding.
- Visits should be restricted to a short duration
- Where possible, maintain a distance of 1.5 metres from other persons, avoid shaking hands, hugging and kissing. More information on "social distancing" is available through the attached link:

<https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-on-social-distancing.pdf>

- If you would like to have a meal with your loved one at the Lodge, meals will be served in the resident's room. Please ensure your meal is booked ahead so staff are prepared. Please 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 where other residents may be.
- If you are in the habit of taking your loved one out of the facility, please limit this to a walk in the open air or a safe location - Please do not visit Bunning/RSL club, shopping centres or other busy places.
- Children under the age of 16 are NOT permitted to enter the facility (Exception on with the approval of the Facility Manager)

Where necessary, special arrangements can be made for resident's receiving end of life care through the Facility Manager

If you are unsure about any of this information, please call the facility prior to arrival.

### **3) Entertainment, Social Activities and Gatherings**

While large group entertainment and social outings have been discontinued, we are providing activities and social support for residents in individual and small group settings.

Small group bus trips where residents stay in the vehicle will continue for the time being. Residents will be risk-assessed prior to admission.

Church service in the Chapel have been suspended for now. Individual pastoral care may continue.

Yallambee Lodge's Resident and Representative Quarterly Forum scheduled for 16<sup>th</sup> April has been cancelled. Other arrangements will be made to share information.

The Village Open Day and Anzac Day Ceremonies have been cancelled.

### **4) Other Strategies**

- 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
- 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 you have one. If your loved one does not have a phone in their room and you would like to arrange one, please contact reception on 4349 2300

We are fortunate at Evergreen that we have single rooms with ensuites, which helps to reduce the risk of infection. Our dedicated team is working hard to stay ahead of the pandemic and we appreciate your assistance in these matters. We will issue periodic updates, but if you have any concerns, please speak to the RN in Charge and if you need to escalate matters, to the Care Manager or Facility Manager.

You can also email questions and suggestions to [info@evergreenlifecare.org.au](mailto:info@evergreenlifecare.org.au).