

## Frequently Asked Questions

### Can I drop off a letter or care package to a resident?

Yes, we encourage families to stay in touch. Items can be dropped off between the following times:

|                   |                                     |
|-------------------|-------------------------------------|
| Monday – Friday   | 11.30am – 1.30pm<br>5.00pm – 7.00pm |
| Saturday – Sunday | 11.00am – 3.00pm                    |

Please be aware, however, that the COVID-19 virus can be transmitted on the surface of objects.

You are therefore **not** able to attend reception or drop off items if:

- You have returned from overseas in the last 14 days
- You have been in contact with someone diagnosed with or suspected to have COVID-19
- You have a fever, respiratory symptoms or illness
- You have COVID-19

### How do I arrange a phone call or a video call with my family?

The Yallambee Lodge Liaison Officer or Leisure and Lifestyle staff can provide residents with tablet or laptop suitable for video calls or phone calls. Residents, families or friends can book a call by ringing reception on 4349 2301.

Of course, some residents have a phone or laptop in their room and are independently able to manage ongoing communication to suit their needs.

### When can I have an assisted phone call or video call?

Liaison Officers and Leisure and Lifestyle staff are available to assist with phone calls between the following hours:

|                   |                                     |
|-------------------|-------------------------------------|
| Monday – Friday   | 11.30am – 1.30pm<br>5.00pm – 7.00pm |
| Saturday – Sunday | 11.00am – 3.00pm                    |

### **How will I know how to use the equipment?**

Our staff can supply the equipment and guide you through the connection. If you need them to stay through the call, this can be arranged.

When you've tried it once, you will be converted!

### **What equipment do I need?**

Any smart phone, tablet, or laptop with a camera and microphone can be used. Evergreen is able to facilitate calls with both android and ios devices.

### **What software or apps are best?**

For people who don't normally use this technology, we are finding that the following apps are the easiest to set up and use. They're free to download onto your phone or laptop or tablet.

- WhatsApp – suitable for all devices <https://www.whatsapp.com/>
- Face Time - suitable for iPhones, iPads, iPod Touch or Mac computer <https://support.apple.com/en-au/HT209022>

### **Can I visit a resident from outside their window or door or over the fence?**

Not at this stage. Our risk assessment has identified concerns including but not limited to:

- other resident's privacy and freedom of movement; increased risk of infection; our ability to ensure compliance with regulations.

We are working through risk mitigation protocols for this and other options in case circumstances require us to extend the pause on visiting.

### **What if a visit is essential?**

The Facility Manager can make special arrangements where visiting is considered essential, for example where a resident is receiving end of life care or falls ill.

### **Are residents continuing to use the dining room and lounge areas?**



Yes, however, we have re-arranged the furniture to suit physical distancing. Some residents choose to stay in their room, and they are receiving meal tray service.

**How often are visiting restrictions being reviewed?**

Due to the widespread and changing nature of a pandemic, the management team meet to review Evergreen's COVID-19 responses daily.

To reduce confusion, we are endeavouring to minimise changes unless they improve safety and wellbeing or are absolutely necessary. We will continue to update residents and families weekly while we have a pause on visiting at the Lodge.