

Dear Residents, Families and Friends,

This week we received the results of the [national survey of residents, families and providers](#), residents and families completed by Leading Age Services Australia. Thank you to everyone who participated. The results show that the 90% of residents, families, friends and staff have been supportive of provider actions to keep people safe.

This remains our priority and requires ongoing consideration of the balance between managing risk of infections against mental health and connectivity of our community.

We remain free of COVID-19 in the Lodge, there are no known cases on the Central Coast, and the number of new cases across NSW remains low.

Visiting Arrangements

We feel it is safe to start gradually increasing the number of visitors inside the Lodge. From Saturday 23rd May, each resident may receive one visit in their room per week, with up to two visitors together. This will increase the maximum number of visitors to the Lodge at any one time from 5 to 10. An updated visitor guideline is attached to this letter and can be found on the website. Arrangements may be varied for end of life care or exceptional circumstances. Please apply to the Care Manager or Facility Manager if you need special consideration.

In addition, we will continue to offer the popular video calls and limited window visiting where appropriate.

Evergreen Life Care is required to continue with strict visitor screening and infection controls due to the vulnerability of aged care residents, however, please rest assured that residents at Yallambee Lodge continue to socialise in lounge, dining and outdoor areas with appropriate physical distancing. Now that additional community testing is available, we anticipate that we will be able to safely increase the number of visits residents can receive each week in the near future.

Please remember that the Department of Health is urging anyone with a temperature or respiratory symptoms to seek immediate testing through the local health service. Maintenance of hand washing, and physical distancing remain essential and visitors are not to attend an aged care facility if they have any symptoms. Visits may be cancelled at short notice if there is a local outbreak or significant escalation of risk in the home.

Our Mission

As part of our strategic planning process, our board, management and staff, have participated in workshops to reshape the Evergreen Life Care Mission Statement to one which is more memorable and will resonate better with our key stakeholders:

“Promoting vibrant caring communities.”

We would love to hear your views and will send a separate email with a link to a survey. Alternatively, a paper surveys can be collected from reception.

Updated Visitor Code of Conduct

I encourage you to read our updated [Yallambee Lodge Visitor Code of Conduct](#), which is attached to this email or available at reception for those without email. We are mindful that Yallambee Lodge is the home of our valued residents. It is also a workplace for our dedicated staff, and we seek to ensure a harmonious and supportive environment for all.

Finally, we have enclosed some social snippets and tips from our residents for your enjoyment. If you have any questions, concerns or suggestions, please let us know. Stay safe and best wishes.

A handwritten signature in black ink, appearing to read "Helen Wilson", with a long horizontal flourish extending to the right.

Helen Wilson,

Chief Executive Officer

Updated 23rd May 2020 until further notice:

Face:Face Visiting Hours: Monday to Friday – 11am to 2pm

Saturday and Sunday 1pm to 3pm

1. **All visits are to be pre booked¹ by phoning reception on 02 4349 2301**

In-Room Visiting

2. Each resident may have one visit per week with up to two visitors, who must remain in the resident's room
3. If possible, we prefer the families to nominate two people who will be visiting
4. Maximum visit will be 1 hour
5. In exceptional circumstances, such as end of life care, other arrangements may be negotiated with the Care Manager or Facility Manager

Window Visiting

6. Higher risk relatives will be safer to book 'window visiting'. Not all residents have access to a window or patio, these residents will be able to utilise the meeting room near reception. Higher risk relatives include health care workers, those who work in an area of high contact e.g. retail grocery stores. An assessment can be made for each individual person.
7. 'Window visiting' is a maximum of 2 people. A minimum distance of 1.5 m must be maintained.

General Rules

8. A maximum of 10 visitors will be allowed per hour inside the Lodge and 10 visitors for window visiting.
9. All visitors will need to register on arrival, hand sanitise, pass the temperature check, provide evidence of a current flu vaccination² and respond to screening questions.
10. Please arrive slightly before the commencement of the hour, remain 1.5 metres apart at the door, one person will be admitted at a time. Please take care exiting as the next group of people will be arriving.
11. Visiting is in the resident's room or in the Special Care Unit either the resident's room or outside maintaining social distancing.
12. Please try to limit your exposure to the virus if you intend to visit

Virtual Visits (Video Calls) are encouraged – book through reception on 02 4349 2301

Monday – Friday 4.00pm – 6.00pm

Saturday/Sunday 11.00am – 12.30am

¹ External visits may only occur where an individual risk assessment has been completed and specific arrangements made.

² There are a limited number of exemptions to the flu vaccination including a previous anaphalactic reaction; previous Guillian Barre syndrome; check point inhibitor drugs for cancer treatment. A medical certificate is required

Timing of Visits and Facilitated Video Calls

Monday to Friday	Visiting	11am -2pm
Monday to Friday	Video calls	4pm to 6pm
Saturday/Sunday	Video conferencing	11am – 12.30pm
	Visiting	1pm to 3pm

Length of Visits Up to 1 hour, unless additional risks are identified

Visits per Week 1 per resident unless exceptional circumstances

Bookings Essential **Phone reception on 02 4349 2301**

Precautions

- ✓ Hand sanitiser on arrival and before touching things
- ✓ Temperature check ≤ 37.5 degrees
- ✓ Evidence of flu vaccination e.g. medical certificate, Medicare printout
- ✓ Completion of screening questions on entry
- ✓ Access to resident room only (or outside room by exception)
- ✓ Strict physical distancing – remain at least 1.5 m apart with no physical contact
- ✓ Try to limit your community exposure to the virus prior to visiting

We also recommend you download the COVIDSafe App, though this is not mandatory

Visitor Risk Assessment

Entry is not permitted if a visitor:

- X Has a fever – Temperature check > 37.5 degrees
- X Has symptoms of respiratory or other infectious illness
- X Has been diagnosed with COVID-19 (until medical certification of full recovery)
- X Has been in contact with someone suspected of or diagnosed with COVID-19
- X Has been in close contact with or caring for someone who is currently unwell
- X Has travelled overseas or returned from a cruise in the last 14 days
- X Cannot provide evidence of current flu vaccination

Additional precautions may be required if the visitor

- Lives in a large household that is actively moving in the community
- Works in a setting where they are exposed to large numbers of people eg health care or grocery store
- Resides or works in an identified hotspot

Social Snippets

We think Elaine might be right....!



Crafty Critters

Crafty Critters generously donated \$100 and these beautiful knee rugs to the Leisure and Lifestyle Team to raffle or give to residents.....They also gave Betty one for her birthday!

