

Frequently Asked Questions

Can I visit in person?

Evergreen is updating visiting guidelines regularly and they are available on the website. Please check the guidelines for the latest visiting rules and options.

Can I visit the Facility if I have not had my flu vaccination?

Should a person arrive with a medical certificate stating they are unable to have a Flu Vaccine, this must be assessed by a clinical staff member, who will discuss the reason for the exemption with the person.

There are 4 reasons that a person may have an exemption:

- i. A history of previous anaphylaxis following vaccination or
- ii. Those who have had Guillain-Barré Syndrome following previous flu vaccination or
- iii. Those on check point inhibitor drugs for cancer treatment or
- iv. Those who are immunocompromised.

What evidence do I need to provide of my flu vaccination?

You will need a vaccination certificate, medical certificate or a Medicare print out.

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 4.00pm – 6.00pm |
| 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 or a cruise 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 4.00pm – 6.00pm

Saturday – Sunday 11.00am – 12.30pm

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?

Some rooms are suitable for window visiting and others are not. This will be determined on a case-by-case basis. All visits must be booked, and visitors must sign in in accordance with visiting guidelines.

What if I need more access than allowed under the Lodge visiting guideline?

The Facility Manager has discretion to make special arrangements where a resident is receiving end of life care or in exceptional circumstances.

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 visiting restrictions are in place.