

Fairway
Bayside Aged Care Limited

195 Bluff Road Sandringham
Victoria 3191, Australia
Telephone +613 9599 4199
Facsimile +613 9599 4192
reception@fairwayagedcare.org.au
www.fairwayagedcare.org.au



25th March 2020

Dear family and friends of residents,

As the coronavirus (COVID-19) situation evolves, we want to reassure you that we are implementing all possible methods to prevent the spread of this new illness in our facility and to protect residents, staff and the wider community.

COVID-19 is a new virus, which means there is no immunity to it. The World Health Organisation has declared COVID-19 a pandemic, and evidence suggests the risk is greater in older people.

We have implemented a new **Visitor Protocol**, based on advice from health authorities.

Effective **Thursday the 26th March**, all visitors/family members must abide by the following:

Visitor restrictions:

- Visitation hours are **2pm- 5pm every day**. The front door will be locked outside these hours.
- Residents can have a maximum of one visitor at one time and one visit per day.
- Children aged 16 and under are not permitted to visit.
- After 1st May 2020, if you have **not** had your annual influenza vaccination you will not be allowed to enter the facility. Visitors will be asked to supply proof of vaccination upon entry from 1 May.
- No residents will be allowed to leave the facility except under exceptional circumstances. If you believe the reasons are **exceptional circumstances** you must consult with the Director of Nursing or Clinical Care Coordinator.

Do not visit:

- If you are unwell, or have been looking after someone, with cold or flu symptoms. Symptoms of COVID-19 include sore throat, fever, dry cough, fatigue and shortness of breath. If you have these symptoms and have recently travelled overseas or have been in close contact with someone diagnosed with COVID-19 please seek medical assistance.
- If you have travelled overseas in the past 14 days or if you have had contact with a person who has coronavirus
- Unless you are immediate family, a close friend or resident advocate
- Unless it is essential (consider a phone call or video call instead)

During your visit:

- Complete the sign-in sheet before you enter the facility.
- Wash your hands with soap and water or use alcohol-based hand rub as frequently as required during your visit. Please also wash your hands before you leave. If you sneeze or cough, please do so into your arm or if using a tissue, please dispose of it and wash your hands immediately afterwards.
- Keep the visit short (maximum of 1 hour)

- **Keep your distance of at least 1.5 metres from your loved one and others in the home.** Practice social distancing and avoid handshakes, hugs and kisses.
- **You must stay in the loved one's room and avoid all common areas** (lounge, dining room etc) to avoid risk of potential virus spread

For those residents who may be experiencing end of life care, the Director of Nursing will consult with families to discuss suitable arrangements.

Other exceptional circumstances may also be discussed and agreed upon at the discretion of the CEO/DON.

We ask that you strictly adhere to the above requirements to reduce the risk of exposure to COVID-19 for residents, staff and other visitors.

This is not a decision we have taken lightly, and we believe it is in the best interest of residents.

Please do phone your loved one. Or, if they have an electronic device that enables video calling capabilities, we ask that you keep in touch through their device. Should one of our staff members be required to assist with the video call, we would be only too happy to help.

Concerns surrounding COVID-19 is a rapidly evolving situation and the advice in this update may change.

We thank you for your cooperation and support of our new Visitor Protocol. Together, we can help keep the people we love and care for, healthy and well.

Should you have any questions, please do not hesitate to contact:

<u>Name</u>	<u>Email</u>	<u>Phone</u>
Kyan Ho (CEO)	kho@fairwayagedcare.org.au	(03)9599-4195
Allison Kranitz (DON)	akranitz@fairwayagedcare.org.au	(03)9599-4177
Carolyn Rigby (Clinical Care Coordinator)	Careadmin@fairwayagedcare.org.au	(03)9599-4166
Sue Zaks (Clinical Care Coordinator)	suezaks@fairwayagedcare.org.au	(03)9599-4166

Regards,

Kyan Ho
Chief Executive Officer

Allison Kranitz
Director of Nursing