



24 July 2020

Our Residents and Representatives
James Barker House Aged Care Centre
The Salvation Army Aged Care Centre

RE: UPDATE TO VISITING RESTRICTIONS

Dear All,

From 11:59pm, Wednesday 22 July 2020, new restrictions on visitors to aged care centres were introduced. As James Barker House Aged Care Centre is currently at Risk Level 5 according to our Risk Assessment Matrix, the restrictions relating to Risk Level 5 will still apply but we wanted to make you aware of the following changes according to the Victorian State Government. Based on the latest Public Health Direction, visiting will be restricted, with limits on who can visit and the time and number of visits. As mentioned in our previous letter, visitors should wear a face covering. If you are in Metropolitan Melbourne or Mitchell Shire, face coverings must be worn.

According to the new Public Health Direction, you may only visit the following reasons as extracted from the Direction:

- as a parent, guardian, carer, partner or support person (for example a friend or sibling), of a resident of a facility aged 18 or over, to provide emotional and social support if that cannot be delivered via electronic or non-contact means
- as a nominated person under the **Mental Health Act 2014**
- for providing essential physical or emotional and social care that can't be delivered by the care team or via electronic or non-contact means
- for providing interpreter or informal language support to enable the care team to provide care
- for learning to support a resident's care upon discharge
- for attending a dying resident or providing end of life support to a resident of the facility
- in the person's capacity as a prospective resident of the facility
- to accompany a prospective resident

The following limits apply for allowed visitors:

- for parents, guardians or temporary carers of a resident of a facility under the age of 18, one visitor at a time is allowed, with no limit on duration or number of visits allowed
- for a parent, guardian, carer, partner or support person (for example a friend or sibling), of a resident aged 18 years or over providing emotional and social support that is unable to be delivered via electronic means. Only one visitor can visit once per day, for a maximum of one hour.
- for nominated persons under the **Mental Health Act 2014**, visits are limited to one visitor at a time, aligned to instances of treatment and discharge planning, or other functions related to the Act. Only one visitor can visit once per day, for a maximum of one hour.
- for those providing essential care and support necessary for the resident's physical, emotional or social wellbeing that cannot be delivered by the health service care team or via electronic or means, visits are limited to one visitor at a time. The number and duration of visits should not exceed what is essential for that care.



- providing interpreter or informal language support is limited to one visitor at a time, and visits should align with the times interpretation or language support is required by the care team.
- learning to support a resident's care upon discharge is limited to one visitor, for one visit per day for up to one hour
- providing end of life care to a resident of the facility is limited to two visitors at a time, with no limit on duration or number of visits
- a prospective resident of the facility may be accompanied by one other visitor only.

Visitors must not enter any of the nominated care facilities if they:

- are unwell with flu-like symptoms, such as a cough, sore throat, runny nose, shortness of breath, or fever of 37.5 degrees or higher
- have had known contact in the last 14 days with a person who was a confirmed case of coronavirus (COVID-19)
- are under 16, unless they are visiting a resident who is receiving end-of-life care
- any visitor who is unwell or is waiting for a coronavirus (COVID-19) test result will not be allowed to visit.

Please note that all screening processes put in place by James Barker House Aged Care Centre are still in place and you should maintain a 1.5-metre physical distance between everyone in the centre for the duration of your visit if you are able to visit.

We know that this is a difficult and uncertain time and we appreciate all that you are doing to keep others safe. Thank you for your continued understanding and patience as we work together to ensure the safety of all.

If you have any questions, please speak to your Centre Manager.

Kind regards,

A handwritten signature in black ink that reads 'Saddema'.

Samantha Feddema
General Manager – Residential Services
The Salvation Army Aged Care



Aged Care Mission Enablement

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