



9 October 2020

Our Residents and Representatives
Mountain View Aged Care Centre
The Salvation Army Aged Care

RE: CLARIFICATION ON VISITING RESTRICTIONS

Dear All,

Based on the low risk of community transmission of COVID-19 in the areas surrounding Mountain View Aged Care Centre, the Centre remains low on our internal Risk Assessment Matrix at Level 3. This assessment aligns with the ACT Government recommendations and guidance material which can be found at the following link: <https://www.covid19.act.gov.au/stay-safe-and-healthy/aged-care>

For your reference, we have extracted the following as it relates to visiting restrictions at aged care centres in the ACT:

- *Visitors providing a care and support visit are limited to a maximum of two people at any one time, – this includes family, friends, professional service staff, or advocacy staff. There are no limits on the number of visits or visitors per day.*
- *Family and friends providing a care and support visit are not limited in the number of hours they can spend with the resident;*
- *A visiting service provider (e.g. hairdressers, diversional therapists) can provide a care and support visit, if those services cannot be provided on an online, telehealth or virtual basis. Visits must not last longer than two hours. These providers must adhere to the same physical distancing and hygiene practices implemented in community settings;*
- *Visits should be conducted in a resident's room, outdoors, or in a specific area designated by the aged care facility, rather than communal areas where the risk of transmission to residents is greater.*

Please note that due to staffing considerations and meal times, we will be implementing visiting hours at Mountain View Aged Care Centre and they are as follows:

From 9am-11:30am and 1:30pm-5pm daily and on Friday evenings from 6pm-8pm.



As a reminder, you cannot visit aged care centres in the ACT if you:

- have returned from overseas in the last 14 days;
- have been in Victoria and in identified hotspots of specific Local Government Areas of Greater Sydney in the last 14 days;
- have been in contact with a confirmed case of COVID-19 in the last 14 days;
- have a temperature higher than 37.5 degrees or history of fever (e.g. night sweats or chills) or symptoms of a respiratory infection such as a cough, sore throat, shortness of breath, loss of smell or loss of taste; or
- have not had your 2020 influenza (flu) vaccination, unless you have a documented medical contraindication to receiving the vaccination.

Children of all ages are allowed to visit a residential aged care centre. As with all visitors, children must have received the 2020 influenza vaccine (babies under 6 months are exempt from the requirement for influenza vaccination). Children must adhere to restrictions on visitor numbers, physical distancing and hand hygiene during their visit.

If you have any questions, please get in touch with your Centre Manager as they would be happy to assist.

Kind regards,

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

Samantha Jukes

General Manager – Residential Services
The Salvation Army Aged Care