

19 March 2020

Dear Residents and Families,

### **RE: INFINITE CARE CORONAVIRUS (COVID-19) UPDATE**

In these unprecedented and challenging times, the Australian Government has put additional directives as precautionary measures to protect those that are more vulnerable in the aged care environment. We are implementing these measures immediately. Infinite Care is taking the situation very seriously and is committed managing risk where we can to protect the safety of our residents.

We know that for many of you this is a concerning time and these new measures will cause potential distress and further anxiety. Please know that neither the Australian Government or us as a provider would be putting such measures in place if we didn't have such genuine care and concern for our residents to the degree that we do.

These new precautionary measures mean that visitation for residents will be restricted immediately and will:

- making sure visits to residents are kept short (no greater than 15 minutes) within the visiting window of 10am to 2pm (or by appointment only);
- allowing no more than two visitors to be with our residents at one time, per day;
- making sure visits occur in a resident's room, outdoors, or in a specific area they designate - there will be no visiting in communal areas such as lounge rooms, cafes or activities rooms;
- ensuring there are no large group visits or gatherings, including social activities or entertainment;
- encouraging social distancing of 1.5 metres;
- no school groups of any size are allowed to visit residential aged care facilities; and
- no children aged under the age of 16 years are permitted to visit residential aged care facilities except in special circumstances (such as a palliative care scenario).

Further information is available on the Department of Health website:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-advice-for-public-gatherings-and-visits-to-vulnerable-groups#advice-for-aged-care-facilities-and-visitors-to-residents>

#### **What we need from you?**

- Understand the need for these new measures. We have empathy for what this means for our residents and for you as a family.
- Please listen to our team members and take direction from them. If they indicate it is time for you to leave or can't allow you access understand they are doing their job to protect your family member in the very best way that they can.
- Please do not attend the facility if you:
  - Have returned from overseas or a cruise ship in the last 14 days;
  - Have been advised that you have (or are suspected of) coronavirus (COVID-19);

- Have been in contact with any confirmed (or suspected) case of COVID-19 in the last 14 days; or
- Have displayed any symptoms of a virus, respiratory condition, fever, flu or gastro.
- Our visitor screening process is essential and must be completed **every** time you visit a facility.
- When visiting ensure that your hands are clean and that you have used hand sanitiser.
- Avoid unnecessarily touching and if possible keep a safe distance (at least 1.5 metres).
- Advise staff if you feel the resident or your family member requires additional support, including mental health support.

### **What we are doing for our residents?**

In addition to the new precautionary measures that impact visiting residents we working immediately on developing a more comprehensive strategy to have additional communication technology and systems in place that can help to ensure your ongoing connectedness to our residents and your family. That will include:

- additional mobiles and tablets being made available in facilities where residents are not in a position to have access to such technology;
- updating our 'Message Your Loved One' capability at [www.infin8care.com.au](http://www.infin8care.com.au);
- implementing a booking system for webcam calls with residents (this will be available on our website as quickly as possible); and
- additional strategies are currently being developed to provide ongoing and longer term means of staying connected and working to remove isolation.

We will update you as quickly as possible on these initiatives that are well under way.

We know this is a tough time. The unknown is concerning and can be isolating. We thank you in the advance for your patience, your collaboration and your resilience. We all need to work in collaboration to achieve the very best of our residents, your family members. We love our residents like they are part of our own families.

We will continue to update you as quickly as we can but encourage you to have contact with your Facility Manager where you have any specific care concerns at any time.

Yours sincerely,

**Chris Stride & Tony Partridge**  
Joint Managing Directors