

22 August 2020

Dear Residents and Families,

RE: Visitation Update (Queensland)

At this time, we continue to have no coronavirus cases at any Infinite facilities. We are appreciative for your ongoing collaboration and patience to assist us in managing the risk for our residents, your loved ones.

In the last 12 hours we have been advised by the Department of Health that all aged care facilities in South East Queensland (SEQ) are returning to a full lock down status and there will be restricted suburbs re-enacted. All aged care providers in SEQ are working very closely with the Department of Health (DoH) and operating under the direction of the Queensland Chief Medical Officer.

Our residents are still among those at risk of severe illness if they contract this virus. As such Infinite Care continues to take the situation seriously and is committed to maintaining the health and safety of our residents at all times. With renewed uncertainty in the public surrounding second waves of COVID19 infection, we want to assure you that we remain responsive to necessary changes to protect your loved ones and our staff.

At this time, we have taken the decision to place additional restrictions on visitation for our North QLD facilities, specifically related to visitors entering from restricted suburbs in South East QLD.

Who can visit?

At this time, families are free to continue visiting their family on the following basis:

- Resident visits are limited to a maximum of two (2) visitors at a time per resident. There may be exceptions to this for end of life visits.
- All visitors are required to have been vaccinated against 2020 seasonal influenza (unless there is a confirmed medical contraindication).
- Visitation is not allowed if:
 - during the 14 days immediately preceding the entry, any visitor has arrived in Australia from a place outside Australia; or
 - during the 14 days immediately preceding the entry, the visitor has been in a COVID-19 hotspot (as defined by the Chief Health Officer); or
 - during the 14 days immediately preceding the entry, the visitor had known contact with a person who has a confirmed or suspected case of COVID-19;
 - during the 14 days immediately preceding the entry, you have visited a restricted Local Government Area in South East QLD*; or
 - the visitor has a temperature equal to or higher than 37.5 degrees, or has history of fever or chills in the preceding 72 hours, symptoms of acute respiratory infection or loss of taste or smell, or experiencing any form of flu or gastro type symptoms.

Some exceptions may be approved to visitation for end-of-life, critical care needs or compassionate grounds (where permitted under the Aged Care Direction No.9). Visitation by exception needs to be approved in advance by speaking with the Facility Manager.

*From **8:00am** on **22 August 2020** the following Local Government Areas (LGAs) have been declared Queensland COVID-19 restricted areas:

- Brisbane Local Government Area
- Ipswich Local Government Area
- Logan Local Government Area
- Somerset Region Local Government Area
- Scenic Rim Region Local Government Area
- Lockyer Valley Local Government Area
- Moreton Bay Local Government Area
- Redland City Local Government Area

Can residents leave the facility?

Residents are free to move outside of their home to receive end of life or palliative care, receive or access health care, attend small family gatherings, undertake exercise or to attend a funeral.

At this time resident will not be able to leave the facility for external excursions with a group of residents.

We strongly encourage residents, for their safety, to not leave the facility for any unnecessary purposes. On return from any outings or leave from the facility the resident will be subject to a health screening assessment.

What is essential to continue to protect our residents and team?

- The Visitor Screening Process (for any visitors and essential service providers) must be completed for any entry. This will include an entry health screening assessment and include having your temperature taken. This will continue to apply for each and every visit by any person into the facility.
- The visitation restrictions will be monitored, included in a register which we will retain for contact tracing purposes, and our staff will be required to deny access to visitors or if any situations arise where we feel that any social distancing requirements or safety of our residents is compromised within the facility at any time.
- Visitations within the facility must not occur in communal areas (ie dining rooms/lounge rooms) and must be conducted at all times in residents' rooms or in a specific designated area of the facility, due to social distancing requirements.
- Any café operations and service that occurs within the facilities will be on a takeaway basis only.
- We continue to be heavily focused on our infection control protocols, hand hygiene training and that ongoing increased cleaning is occurring at all sites. Please wash your hands and use the sanitisation stations on entry, prior to apply the designated mask that you will be provided with.
- All our staff continue to be subjected to additional health screenings prior to being able to commence any shift.

Staying Connected

If anything, this recent period has shown us with even greater importance our residents joy at remaining closely connected with those important people in their lives at all times. We encourage all families on an ongoing basis to keep connecting via phone calls, email and on the online



Where people matter...

video chat calls. So many of our residents just loved that experience and really want that to continue as well as seeing you face to face!

Peace of mind

We will continuously monitor and review our visitation policy and provide updates in line with Government directions or changes that we may need to make. At no time do we wish to cause any additional concern or distress. We do however take our role in protecting our residents (and your loved ones) very seriously and where possible will take all measures to manage any risk that may present in relation to this virus.

Our team members are working very hard to ensure that we are providing the very best care and a homely and safe environment for our residents at all times. We know that you respect the very important role they are playing.

If you would like to discuss further, we suggest that you speak with the Facility Manager directly about any concerns or additional updates you may require.

We would like again to thank all residents, their family and friends, for their continued understanding and support. We also thank our employees for their continued hard work and dedication day after day.

Yours sincerely,

The Infinite Care Team