



28/8/2020

Dear consumer/ family member/ representative,

It is encouraging to see Newcastle's local government authority announcing that the city and its surrounds are no longer a hotspot for COVID-19. There have been no new cases recorded in the area for a week, which must be a relief for the entire community.

To protect our people and the broader community we enacted a voluntary lockdown of our HIPPOCRATES (Mayfield) residential care home from 6pm Friday 7/8/2020. This was extended on 21/8/2020 until 6/9/2020.

We know you are eager to visit your loved ones in our care and they are also missing you.

Restricted Visitation from Monday 31/8/2020

Bearing in mind the current situation in the Newcastle area, we will be lifting the voluntary lockdown of our HIPPOCRATES facility in Mayfield and moving to restricted visitation from 10am Monday 31/8/2020.

This means that the rules of restricted visitation will apply from this date and time. These have been communicated to you previously and are also attached to this communication for your convenience.

To arrange to visit our visit, please call 4016 4160 or email wendy.sheen@froniditha.org

Thank you all for your support during this time as we endeavour to navigate through the pandemic and stay safe.

Yours sincerely,



Michael Malakonas
CEO

Restricted Visitation rules:

1. Visits will be by appointment only.

Appointments will be taken during business hours 10am to 5pm only, Monday to Friday. Please see contact numbers below*.

We will follow a process of screening each visitor in a timely and safe manner. This will include temperature checks, signing of declaration forms and having hygiene and other infection control requirements explained to visitors prior to entry.

2. All visitors must provide evidence they have had the seasonal flu vaccine prior to an appointment being accepted; on March 18, the Federal Government mandated that after May 1 2020, only people who have had the flu vaccine will be permitted access to residential aged care facilities.

3. Visits will only be permitted during weekdays i.e. Monday to Friday, 10am till 5pm.

4. Each resident is allowed no more than two visitors per day, maximum one visitor per visit. Visits will be limited to primary carers who are on listed our register only.

5. Visits are allowed for up to 30 minutes.

6. Children under 16 are not permitted to visit.

7. Visits must take place in the resident's room.

8. Visitors are only permitted to go directly to the room of the resident they are visiting; they are not permitted to access communal areas of the nursing home and interact with other residents.

9. As per the Federal Governments recommendation all visitors are encouraged to download the Covid-19 Safe App on their phone.

For more information on the model of visitation and requirements, please contact the management of our residential care facilities by phone or email, as per below:

Clayton: Manager of Residential Care - Jayson Vinod 03 9239 2103, jayson.vinod@fronditha.org

Templestowe: Manager of Residential Care - Angela Cox 03 8850 5120, angela.cox@fronditha.org

Newcastle: Manager of Residential Care - Renee Bogнар 02 4016 4160, renee.bognar@fronditha.org

Thornbury: Manager of Residential Care - Tina Lamond 03 9495 2307, tina.lamond@fronditha.org

St. Albans: Manager of Residential Care - Sue Donaldson 03 9365 4307, sue.donaldson@fronditha.org

*To schedule a visitation appointment, please contact the reception desk of the facility you would like to visit, as per below, Monday to Friday, between 10am and 5pm:

Clayton: (03) 9239 2100 Templestowe: (03) 8850 5111

St. Albans: (03) 9365 4300 Newcastle: (02) 4016 4160

Thornbury: (03) 9495 2300