

27/10/2020

Dear resident/ family member/ representative,

Froniditha Care is working closely with the Victorian Aged Care Response Centre (VACRC) to minimise the risk of exposure to COVID-19 in the aged care residential environment.

Following a directive from the VACRC, Froniditha Care contacted you on Sunday to inform you that its residential care home in Thornbury (335 Station St, Thornbury) had to be locked down, as were all other residential aged care homes in Melbourne's northern suburbs.

Froniditha Care Thornbury care home will accept visitation from 28/10/2020

Today, 27/10/2020, Froniditha Care received a communication from the VACRC that the lockdown can be removed as of 11:59pm Tuesday 27/10/2020. This means that from 10am tomorrow, Wednesday 28/10/2020, we will be moving to our model of restricted visitation.

This model of visitation was communicated to you on Thursday 22/10/2020. These rules have also been attached to this letter for your convenience.

If you have booked a visit to see your loved one from Wednesday to Saturday this week, please contact our residential care home to reconfirm your appointment. You can do this by calling reception on 9495 2300 or speaking with or emailing the Manager of Residential Care, Tina Lamond, on 9495 2307 and tina.lamond@froniditha.org

Thank you for your understanding.

Yours sincerely,



Michael Malakonas

CEO

Restricted Visitation Guidelines

The guidelines have been set according to industry guidelines and directives to keep our elders, staff and community safe. **ALL visitors MUST comply** with the following guidelines:

1. Visits will be by appointment only. Appointments will be taken during business hours 10am to 5pm only, Monday to Friday.

Saturday visitation will be introduced on 31/10/2020 and will apply henceforth.

Please see contact numbers below to book an appointment*.

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 are permitted during weekdays i.e. Monday to Friday, 10am till 5pm. Saturday visitation will be introduced on 31/10/2020 and will apply henceforth.
4. Visits must take place in the resident's room.
5. 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.
6. 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 - Rachel Dillon 03 8850 5120,
Rachel.dillon@fronditha.org

Newcastle: Manager of Residential Care - Renee Bognar 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