

23/12/2020

Dear consumers/ family members/ representatives,

To ensure the safety and well-being of our residents following consultation with our Executive Leadership team in Melbourne, Froniditha Care's current stance on visitation restrictions at Hippocrates Aged care are as follows:

- Visitors are only permitted with an exemption granted. A general risk assessment must be generated and signed by the family and Registered Nurse.
- We strongly discourage consumers going out over Christmas as it is difficult to mitigate the risk that they will not encounter someone from or who has been in contact with someone from the Greater Sydney clusters. Should they choose to do so we will request that our process of leave risk assessment is followed and upon return consumers will be screened and possibly required to isolate.
- Visits can be granted by exception for consumers to meet with family in the grassed area out the front of the facility. However, a risk assessment must still be conducted, physical distancing must be adhered to, normal time limits apply, 2 consumers out in that area at one time and masks must be worn by the visitors.
- The opportunity for window visits, phone calls and skype/facetime sessions are also available.

The exemptions for visitors must be approved by the RN in charge **ONLY** in line with the following reasons:

- Cultural support for non-English speaking consumers
- Palliative care consumers
- Emotional Support/ behaviour management and those visitors who normally assist with Activities of Daily Living.

The above measures will be reviewed after the Christmas/Boxing Day period. We thank you for your support and understanding during this time.

Yours sincerely,



Michael Malakonas
CEO