

Family Communique #19

09 November 2020

Dear SummitCare Family and Friends,

We are excited to finally advise a further easing of restrictions to visiting for you and our residents.

Today I'm pleased to advise that the Health Officer, Kerry Chant, has advised that Liverpool and Camden LGA have now been removed from the COVID-19 'hot spot' list and we are now able to relax restrictions and recommence booked visits to our Liverpool homes.

All SummitCare homes are now able to receive visitors wearing 2 ply surgical face masks on a booked basis. We are still required to limit numbers of two visitors at any one time to enable social distancing and meet our Covid management plan. This will vary from home to home dependent on size.

It is a Department of Health requirement that you do not wander through the home but remain in the area designated for your visit. If necessary our staff will escort visitors to each resident for their visit. Please contact your home to make a booking. I will apologise in advance that we cannot accommodate 'drop in' visits and ask that you plan ahead with us. We will do everything we can to accommodate requests.

Window Visits and Facetime will continue as requested.

The other exciting news is that you are now able to visit Residents in their room as well as in the garden or designated visiting areas. You will still be required to have your temperature checked on entry, undertake hand hygiene and to complete our sign in procedure including our Covid Risk Assessment questions.

Residents can leave the facility to attend small family gatherings and group excursions as outlined in the Industry Code for Visiting Residential Aged Care Homes during COVID-19.

<https://www.health.gov.au/resources/publications/industry-code-for-visiting-residential-aged-care-homes-during-covid-19>

Guidelines are as follows;

- *Outings should be planned to take place outdoors as much as possible. If planning a visit to an indoor location, choose venues that are well-ventilated and not crowded.*
- *Avoid planning outings to areas with increased testing.*
- *Residents should wear face masks when physical distancing cannot be maintained, including on shared transport, where possible.*
- *For all excursions, facilities should maintain a record of the visit location, number of people in the gathering and the date of the visit.*
- *There is no requirement for COVID-19 testing or self-isolation for residents on return to the facility from an outing, unless they develop signs or symptoms of COVID-19.*

I acknowledge what a difficult time this has been for you and for our residents and staff, your continued support and ongoing patience, words of encouragement and understanding over these past months during what has been an exceedingly difficult time has boosted our teams who have continued to work tirelessly and remain vigilant in order to protect your loved ones and keep our homes COVID-19-free.

They have displayed unity, resilience and commitment and I'm incredibly proud of them all. Thank you and take care. We look forward to welcoming you into our homes.

Warm regards,



Michelle Sloane
Chief Operating Officer

