

Friday, October 15, 2021

Dear Family Members and Carers,

I am pleased to inform you we are making changes to visiting hours and residents attending family gatherings.

As of **Wednesday, 20 October 2021**, family excursions can occur at the following homes:

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|------------------|-----------------------|--------------------|
| - Caloola Centre | - George Forbes House | - Niola Centre |
| - Orana Centre | - Bethshan Gardens | - Warabrook Centre |
| - Kularoo Centre | - Maranoa Centre | - Mid-Richmond |

Residents attending offsite family gatherings or excursions

You can now take your loved one to a family gathering or excursion outside the home. Please give the home a **minimum of 24 hours notice** to take your loved one offsite. Please read through the suggestions at the end of this letter on what to consider when taking your loved one on an excursion.

When you take your loved one on an excursion, it is important to remember:

- The excursion must comply with the current Public Health Order, which can be found online here [Public Health COVID-19 Safety Order 2021](#), and the [Public Health \(COVID-19 Additional Restrictions for Delta Outbreak\) Order \(No 2\)](#).
- If your family gathering is in a house, please ensure all guests over 16 are double vaccinated, and you do not exceed the number of adults allowed in the house at one time.
- If your family gathering is in an outdoor public space, please ensure all guests over 16 are double vaccinated and you do not exceed the number of adults allowed to gather in a public place at one time.
- If you wish to take your loved one to an indoor public space such as a restaurant, you will need a copy of their vaccination certificate. This is kept by the Australian Immunisation Register (AIR), and they can be contacted on 1800 653 809. The AIR will only issue the vaccination certificate to the Power of Attorney or the person named on the certificate, and you will need to provide proof of identity on the call.

How to book your loved one to go on a family gathering or excursion

- The current Public Health Order prohibits unvaccinated Residents from leaving the home for social reasons.
- To book an excursion, please contact the home's reception desk during weekday business hours, and they will forward your call to someone who can assist you.
- Initially, we request that Resident excursions be limited to one per week to ensure we can assist Residents and family members to leave and return safely to the home. We

will review this in the coming weeks with the expectation we will return to unlimited excursions when the situation is clearer.

- The Resident needs to agree to the excursion as part of the approval process.

Changes to visiting arrangements from Saturday, 23 October

- Saturday visits will recommence with bookings available for entry between 10:00am & 3:00pm. We expect Saturdays to be busy so please keep your booking to one Saturday for the first two weeks. Bookings for the fortnight commencing Saturday 23 October will be taken from Wednesday 20 October.
- Weekly visits will increase from one to three each week.
- All visits require a booking. Each home will be in touch with the details of how to make a booking.
- The Public Health (COVID-19 Care Services) Order 2021 updated on 14 October 2021 stipulates a maximum of one visit and two visitors per Resident per day.
- Visitors must be double vaccinated for at least 14 days prior to the visit.
- Additional visits are available on a daily basis where there are gaps available. If you want to access additional visits, please call the home at 11:00am to check for available timeslots.
- If you have difficulty with the scheduled booking times, please contact the home and speak to the Management team.
- With the exception of Maranoa Centre, we will continue to complete a Rapid Antigen Test (RAT) on arrival and ask you to drive up to the entry at your booked time and remain in your vehicle to have this completed. Maranoa Centre will complete a RAT on a risk-assessed basis.

If you have any questions about this information, please don't hesitate to contact the Reception Desk at your home.

COVID-19 continues to pose a real risk to the vulnerable in the community. We know you will take every precaution to keep your loved one safe when you visit them or take them on an excursion.

I understand you are anxious to see your loved one as much as possible now that visiting and excursions are possible. I ask for your continued patience as we do our best to open up quickly and safely while working to keep the residents and staff safe.

Kind regards,



Allan Waters, General Manager, Residential Services and Retirement Living

Items to consider when taking your loved one on an excursion

- Your loved one may tire quickly, and we suggest the excursion is no more than four hours in length to ensure they do not get too tired.
- Take them to a location with easy mobility options and a low risk of falls, such as a park with no steps and close parking.
- Personal care, such as the proximity of a bathroom, continence or other toileting requirements.
- Medication requirements, particularly related to mealtimes.
- Social distancing and hand hygiene requirements.
- No one who attends the gathering can have visited a case location in Australia or New Zealand or have been in contact with a COVID-19 positive case in the 14 days before the excursion.