

TO: RCH RESIDENTS AND FAMILY MEMBERS

FROM: CEO – Graham Reed

DATE: 15th May 2020

Thank you to everyone who observed the protocols that were put in place for visitors to our Glynde and Hope Valley residential care homes on Mother's Day last Sunday.

From all accounts, the screening processes and queuing markers meant everyone was able to visit and leave without too much disruption. The contribution of our staff at both homes was pivotal in assisting visitors on the day and I will be passing on our appreciation for their efforts and for their welcoming smiles to those who visited on the day.

There were a small number of enquiries from some family members unsure of the limitations on the number of visitors each resident can have each day.

To ensure that LHI has been correctly interpreting the SA Health Directive regarding visitors, we have obtained clarification from SA Health on this matter. In an email advice to us dated 14th May, SA Health has advised that Clause 3 and Clause 4 (1) (e) of the *Emergency Management (Residential Aged Care Facilities No. 3) (COVID-19) Direction 2020*, requires that:

each resident is only permitted to receive one care and support visit per day, by one person or two people visiting together.

This Direction (that is legally enforceable) requires families and friends of residents to coordinate their visits throughout the week so that only one person, or a maximum of two people at the same time, visit their loved one each day. The only exception to this requirement is for loved ones who wish to visit residents to provide "end of life care and support to the resident". In accordance with the SA Health Emergency Management Direction, this type of visit may also include children under the aged of 16 years.

A reminder that the visiting hours at both Glynde and Hope Valley homes are:

Monday to Friday: 10 am to 12 noon and 1 pm to 3 pm

Saturday: 9 am to 12 noon

Sunday: 1 pm to 4 pm

We have also agreed to vary the maximum length of each visit from the current 30 minutes maximum to one hour, effective from Saturday 16th May.

Please remember to continue to follow all visitor protocols as we work together to maintain our coronavirus free status. Visitors must **not visit** if they are feeling even slightly unwell.

A final encouragement to anyone who has not downloaded the Federal Government's COVIDSafe app. Whilst it is not mandatory for any of us to download the app, the Department of Health has advised that every single download of the app will assist health authorities trace individuals who may have been exposed to the coronavirus.

As we continue to see restrictions lifting across the nation we are constantly being reminded to avoid complacency particularly in states like South Australia where the number of new cases and the number of active cases is very low.

Our commitment is to continue to work with SA Health officials to protect everyone in our community here at LHI. We are conscious that it will require all of us working together to get through this challenging season without an outbreak. All of our staff are aware of their responsibility to be especially vigilant now and as we enter into the traditional influenza season.

Graham Reed
CEO