

TO: RCH RESIDENTS AND FAMILY MEMBERS

FROM: CEO – Graham Reed

DATE: 8th May 2020

This Sunday is Mother's Day and we are aware that it is likely to be a very busy day for visitors coming to Glynde and Hope Valley residential care homes. With this in mind we have extended visiting hours at both homes for this Sunday only.

A reminder to anyone planning to visit that visiting arrangements at our residential care homes now require that:

- ALL visitors **MUST** provide evidence that they have received the 2020 influenza vaccination
- ALL visitors are required to sign the COVID-19 Declaration and have their temperature checked on arrival
- Each visitor can only visit once per day and visits need to be kept short – up to 30 minutes
- A maximum of 2 visitors can visit each resident at a time
- Visits need to be in the resident's room or outdoors (not in communal areas)
- Visiting hours are normally:

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

for Sunday May 10 (Mother's Day) only: 9 am to 12 noon and 1 pm to 4 pm

- Social distancing of 1.5 metres should be adhered to wherever possible
- Cough etiquette and thorough hand hygiene practices should be followed at all times.

Some family members have made contact with us this week to clarify the arrangements for dropping off gifts and flowers to residents in our residential care homes.

We have agreed that effective from Saturday 9th May, any gifts, cards, books and flowers for residents can be delivered to the resident's room by the visitor providing they have first been wiped at reception with a bactericidal wipe.

Whilst this is a change to the previous arrangement that was in place where all items were required to be "quarantined" at reception, it is important to remind families of the ongoing risk that exists with an easing of restrictions. The experience at Anglicare's Newmarch House in NSW illustrates that it only takes one individual to introduce the coronavirus. From that one individual, 69 people have been infected and 16 residents have died.

So if you are feeling even slightly unwell, please do not visit your loved one. If any resident is feeling unwell please report it immediately to the care staff.

Can I again encourage anyone who has not downloaded the Federal Government's COVIDSafe app, to download it? As of yesterday, 5.1 million Australians have downloaded the app which means that just under one third of all smart phone users in Australia have downloaded 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.

Downloading the app will help to protect all of us and our loved ones.

Graham Reed
CEO