



27th July 2020

Further to my update of 24th July, 2020

Dear Residents and families

You will have probably caught up with the news over the weekend of the worsening situation we are facing in Victoria with the second wave of COVID-19 infections. Aged Care facilities seem to be particularly vulnerable. When I last wrote to you, I indicated that our policy in relation to visitation was under constant review. To protect our vulnerable residents, even before COVID-19 is seen in our community, we are immediately taking the following aggressive actions to reduce the risk of COVID-19 at Yackandandah Health.

1. **Visitations are being restricted, effective immediately.** We are restricting all visitation. All visitations will cease except for certain compassionate grounds, such as end of life situations. These visitors will first be screened for fever and respiratory symptoms.

Visitors who are permitted to enter the building will be required to frequently clean their hands, limit their visit to a designated area within the building, and wear a facemask. As the situation with COVID-19 is rapidly changing, we will continue to keep you updated.

We know that your presence is important for your loved one, but this is a necessary action to protect their health. We are exploring the possibility of alternative methods of visitation (such as increasing the availability of Skype and FaceTime sessions) so that you can continue to communicate with your loved ones.

2. **We are monitoring healthcare personnel and residents for symptoms of respiratory illness.** Non-essential healthcare personnel and volunteers are now restricted from entering the facility. Healthcare personnel will be actively monitored for fever and symptoms of respiratory infection. As has previously been the case, ill healthcare personnel will be asked to stay home. You may see healthcare personnel wearing facemasks, eye protection, gowns, and gloves in order to prevent germs from spreading and help keep residents safe. Healthcare personnel will clean their hands frequently.



Yackandandah  
Health



Residential  
Care



Retirement  
Living



Home  
Support



Health  
Services



Medical  
Centre



-2-

We are assessing residents daily for fevers and symptoms of respiratory infection to quickly identify ill residents and implement additional infection prevention measures. When ill residents are identified, they will be monitored closely, asked to stay in their rooms or wear a mask.

3. ***We are limiting activities within the facility.*** We are cancelling some of our group activities where social distancing cannot be observed. There will be no community outings. We will be assisting residents to practice social distancing, including during meals, and to frequently clean their hands.

Please be reassured that we are doing everything within our power to protect the health and safety of all here at Yackandandah Health, our staff and above all our residents.

Please feel free to contact us if you have any questions or concerns.

Regards

John Parkes AM  
CEO



Yackandandah  
Health



Residential  
Care



Retirement  
Living



Home  
Support



Health  
Services



Medical  
Centre