

UPA Residential Aged Care is taking a Careful and Cautious approach to reintroducing general visitors to our Residential Aged Care Facilities

Key Messages:

- Whilst the number of new cases per day has slowed substantially, it only takes one person to introduce the virus into an aged care home. We all must exercise great caution.
- Visits of one hour or less are a precautionary risk measure. A close contact is someone who has spent two hours or more in the same room. We are hoping to eliminate that risk with these shorter visits.
- Can I give my loved one a hug or hold their hand? We ask that until the social distancing rules are relaxed that you maintain the 1.5m separation.
- Welcoming visitors is something we are looking forward to doing. Please help us by calling ahead to book a time and allow us to ask you a few questions to help keep everyone safe.

Q: Will visitors continue to be allowed to see a resident if they become critically ill or are actively palliating?

A: Yes. Decisions are made on a case by case basis by the Care Manager. This will be to a maximum of two visitors per day for a short period and after completion of hand hygiene and the health screening questionnaire.

Q: Are other visits allowed?

A: Yes, by appointment. Appointments are made by the Care Manager, RN or Reception. Contact the Care Manager, RN or Reception during business hours to make an appointment and answer some questions over the phone. The visit will be to a maximum of two visitors for a short period during visiting hours, in the residents room or other designated area, after completion of hand hygiene and the health screening questionnaire.

Q: How will UPA assist residents to stay connected with family, friends and the community?

A: UPA has a number of options to facilitate residents staying connected. We ensure all residents have telephone access and are providing video conferencing access. We also have new options for activity programs that incorporate new technologies available such as face time, zoom, skype etc

Q: Are Allied Health professionals, contractors and GP's able to continue on-site?

A: Yes. Daily screening and health declarations is in place for these visitors and suitable PPE provided.

Q: Are Flu Vaccinations compulsory for everyone?

A: Flu vaccinations are now a mandatory requirement for all staff, visitors, allied health professionals, GP's and contractors to enter our facilities. Access will be prohibited if they have not been immunised and cannot provide evidence of vaccination from 1 May 2020.

Q: Will UPA continue to admit new residents?

A: UPA is currently reviewing this and expect to recommence admissions in late May. Emergency admissions are risk assessed on a case by case basis with the Care and Regional Managers.

Q: Will UPA fund additional infection control cleaning?

A: Yes. Additional cleaning of high contact surfaces e.g. door handles, rails etc. is in place and our Homes have increased staffing hours for this work

Q: Will UPA be screening staff each day for COVID-19?

A: Yes. Staff complete a health screening questionnaire each day.

Q: How is UPA ensuring there are enough staff available if the Home has a COVID-19 Outbreak?

A: Our first priority is to ensure the infections do not enter the homes. We have increased our levels of casual staff and are working with other industries affected by the shutdowns. UPA has drafted alternate rosters to help us get by with less staff and both Federal and State Governments have offered support in the event of an outbreak.

Q: Are residents allowed to leave the service during this time?

A: It is our preference that residents do not leave the service for this period as it will increase the risk of infection transmission. The initial Government announcement on 29th March directs that a person must not, without reasonable excuse, ***leave the person's place of residence***. Examples of a reasonable excuse include leaving for reasons involving—

- (a) obtaining food or other goods and services, or
- (b) travelling for the purposes of work or education if the person cannot do it at home, or
- (c) exercise, or
- (d) medical or caring reasons

As from 1st May x2 adults are permitted to visit another household- families or friends for social visits. Residents who make these visits will be assessed on a risk basis.

If a resident does leave the service, the Care Manager will ask for details of the visit including questions which assist us in assessing risk factors. These include the households exposure to a suspected case, anyone in the household with flu like symptoms, flu vaccination status of the household, occupations of the household that have contact with the general public, high risks environments such as public transport or hospital visits that the household have been exposed in the previous week. Subject to the identified risks a period of isolation for that resident may be required when they return. Please discuss this prior to arranging an outing.

Q: Can I drop off things for my relative?

A: Please phone ahead and discuss this with the staff at the facility. In some circumstances we will be able to meet you at the door to receive them.