



Vacenti Update on Coronavirus - COVID-19 - Update no 7 **Information Known as of 31st March, 2020**

We have no doubt that you are absolutely bombarded with information at the moment, so we will try to cut down what we are sending going forward.

Again, it is important you read this to the end.

This email deals with:

- a) Visiting restrictions commencing today, Tuesday 31st March,
- b) What Vacenti is doing to keep your loved ones safe,
- c) Access to communal areas,
- d) Taking Residents off site,
- e) New Social Distancing requirements,
- f) Telehealth station information.

Visiting Restrictions

Last Friday 27th March, our CEO, Julian Casagrande, wrote to all residents and families advising of [new Qld Health requirements](#) and how Vacenti was applying those requirements. We advised:

Effective Tuesday 31st March 2020:

- **Vacenti will be restricting visitor access during business hours only for all facilities (Monday – Friday 8:30am to 4:30pm).**
- **According to Government requirements, a resident may only have 1 care and support visit per day.**
- **The care and support visit is no longer than 2 hours.**

This will mean less access to your loved one and we regret having to take this position, however we are bound by regulations. Please make sure you, as a family, communicate with each other as to your visit intentions and plan as best you can. We do not want to be in a position where we are turning people away at the front door.

Visits outside of these hours will only be granted under the following circumstances:

- for the purposes of end of life support for a resident; or
- persons who provide significant assistance in providing care for residents.

Our Facility Managers have not been given any latitude for special considerations. Please make use of our new Telehealth Skype access for video calling your loved one.

Keeping your loved ones safe

Thank you for the positive response to our revised visiting restrictions, as above. We have received quite a range of comments from our measures being “too restrictive” to “not restrictive enough”. We are very aware that a number of providers have gone into full lockdown and not allowing visitors on site, while other providers are enforcing very limited visits per week, etc. Preventing the virus from entering our homes is our goal and we know it is your goal as well.

As stated in previous communications, Vacenti’s sentinel priorities are:

- 1) The safety of our residents in all aspects, but specifically in this case to COVID-19 and other respiratory infections such as Influenza A/B
- 2) The wellbeing of our residents, including emotional wellbeing.

Irrespective of how successful the government strategy on progressively tighter community lock downs are, Vacenti's position has always been about balancing the safety and wellbeing of our residents.

In our view, the complete lock down of our homes for weeks, and possibly months, with no visitors at any time will have a significant impact on the well-being of your loved one. However, this decision needs to be balanced against the risk of COVID-19 entering our homes.

Our COVID-19 senior management team review the Government's position, our position and our management plans for the prevention of a COVID-19 infection every single day, seven days a week. Every day, our senior site management team review staff wellness, staff compliance, infection control protocols, resident compliance, family compliance, further training requirements, stock levels, etc. etc. We believe we are doing the best we can to prevent a COVID-19 case entering our homes. Our decisions are a balance between, and consideration of:

- The growth of COVID-19 in the Brisbane community which is being watched closely, particularly with the level of community transfer (unknown source) which is nearly zero.;
- The number of cases of COVID-19 within aged care, which is extremely low (i.e. no cases with residents in any Brisbane aged care services that we are aware of);
- The potential impact of the wellbeing of residents if the home were to go into full shutdown;
- The level of compliance of families and visitors to our requirements to; handwash, sign in, limit visit time and visit numbers and actively practice social distancing;
- The level of compliance of our staff to our requirements for handwashing, infection control and effective management of visitors who forget to follow our requirements.

However, we are all aware that the government, community, staff and/or outbreak position can change rapidly in the current environment. We will continue to try to give you advance notice of changes in our policies to give all parties time to adjust. However, advance notice may not always be possible to ensure the safety and wellbeing of your loved one and we hope you can respect that.

Communal Areas

We wish to reinforce that all Internal communal areas i.e. lounges, dining rooms and TV areas are closed to all families and visitors. We welcome your visits to our outside areas or resident's rooms.

Taking residents off site

Under the new Qld Health requirements:

"The operator of a residential aged care facility in the State of Queensland must not permit a resident, excluding an end of life resident, to leave the facility except to receive or access health care or in the case of emergency."

The government is taking serious action in trying to limit contact between residents and the outside world. We ask you respect this requirement at least for the next couple of weeks. We know our residents need a break from the quarantining but now is not the best time. We believe if the number of new cases in Qld continues to slow we may be able to review the position. Vacenti will continue to update you on this position.

New social distancing requirements - Resident activities and coffee shops/cafes

On Sunday 29th March 2020, Prime Minister announced the tightening of restrictions to try to stop the spread of Covid-19, with gatherings limited to a maximum of two people. No further clarification or updates have been provided to residential aged care facilities therefore, it is Vacenti's view to continue to allow visits up to a maximum of 2 visitors at any one point in time ensuring social distancing parameters are maintained. We have also deemed it acceptable for small groups of residents to be together for activities without families being present, but are not conducting "whole of site" concerts or activities.

Telehealth Stations

Our Telehealth stations are now setup and ready for use. The only application we are using so far is Skype. We will look to expand that if there is enough demand for a different application but, regretfully, will not be loading every known app available. You can download Skype from <https://www.skype.com/en/get-skype/>.

Our Skype details are as follows:

Skype Account Name	Skype associated Email Address	Who to email to create a booking
Portofino TeleHealth	PH.TeleHealth@outlook.com	Admin.PH@vacenti.com.au
Casa D'amore TeleHealth	CD.TeleHealth@outlook.com	Admin.CD@vacenti.com.au
Marebello TeleHealth	MB.TeleHealth@outlook.com	Admin.MB@vacenti.com.au
Lorocco TeleHealth	LO.TeleHealth@outlook.com	Admin.LO@vacenti.com.au
Esida TeleHealth	ES.TeleHealth@outlook.com	Admin.ES@vacenti.com.au

The protocol to arrange a Skype call between you and your loved one is as follows:

1. Email our lovely Administration personnel at the respective home (see “Who to email to create a booking above”) with the residents name, preferred booking date and time, your contact phone no, your Skype Name and Skype related email address. Please send this email Mon to Fri during business hours and with at least 48 hours notice.
2. Our Administration staff will then add you to our Skype Contacts list. This will involve sending you a “wave” which you will need to accept so it adds you to our contacts list. Alternatively, you can seek us out using the Skype Account Name above, or the Skype associated email address. Send us a “wave” and we will respond. The end result we need is that both parties are in the respective Skype Contacts List for a connection to happen.
3. At, or as close as we can to the nominated time, **we will call you. Please do not call us.** We cannot guarantee that a staff member is available at the exact time to take calls.

Could I please ask that you be patient with staff while we roll out these new procedures and technology at our homes.

Vacenti Website

Our [Vacenti Website](#) now has a “Latest News” tab which is specifically about COVID-19 and what we are doing, Frequently Asked Questions (FAQs), etc.

Again, please pass this along to any family and friends and assume they have not received their own copy. We have quite a number of families and friends in our Resident database without email addresses. Many thanks to those who have sent us their details. If you wish to be added to our database, then please email the undersigned with the Facility Name, Residents Name, your name, relationship, email address and mobile no (optional).

Are we tired of the word “unprecedented” yet?

Yours sincerely,

Brian Sharp

Manager – Information & Compliance



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