



Vacenti Update on Coronavirus - COVID-19 - Update no 20 –

Notice of Lockdown - Information as at Friday 31st July 2020

Good afternoon

Overnight, the Qld Dept of Health issued Aged Care Direction No 8. You can read the full detail by clicking on the link. By way of summary, Aged Care Direction No 8 now applies additional requirements to all Residential Aged Care Homes in a restricted area. As of this morning those restricted areas are Metro South and West Moreton. With these current uncertain conditions, the lessons from the rapidity of the escalation in Victoria, and the close proximity of Portofino Hamilton to the declared Restricted Areas, Vacenti has decided that Portofino Hamilton will be included in these requirements. The following applies to **all** Vacenti homes from today:

Visitations Restrictions

- 1) No visits from family and friends are allowed, including after-hours and weekend visits. This includes regular visitors.
- 2) Any family visiting daily to provide care and support will need to discuss their particular circumstances with your home's Manager.
- 3) Aged Care Direction No 8 allows residents to leave the home to receive or access health care; or to attend a funeral; or in the case of emergency or on any other compassionate grounds. We strongly ask you to consider the nature of any external appointments and only attend critical medical appointments such as dialysis.

In our Update No 19 issued Wednesday 29th July, we indicated that the lockdown would be for at least 48 hours. Aged Care Direction No 8 has **not** included a time frame, so all Vacenti homes will have visitation restrictions until further notice.

Wearing of Masks

Aged Care Direction No 8 requires all visitors, staff and contractors to wear a "single use surgical face mask". Effective today:

- 1) All Vacenti staff have been issued face masks and are now wearing them throughout their shifts.
- 2) Family and visitors who have had compassionate entry approved are required to wear a "single use surgical face mask" at all times whilst in the home including in your loved one's room.
- 3) Cloth masks are not acceptable inside our homes. You will be provided a mask by Vacenti on entry. We ask that you wash your hands before fitting and after taking it off. Our staff will assist with fitting if necessary. Disposal bins will be available at the exit.

Sign-In

Family and visitors who have had compassionate entry approved are required to sign in. Aged Care Direction No 8 specifically requires that the recorded information must include: name, phone number, and email address (if you have one).

Resident Contact

We are sure that this time is now unsettling for some residents and families. Please feel free to make telephone contact with your loved one, or make use of our video telehealth. The main application we are using so far is Skype. 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.

We do not have any COVID-19 cases in any of our homes.

Also please take note of Qld Health’s request for anyone living in the Logan and Springfield Lakes regions to be tested.

Please pass this email along to family and friends who may not be getting them. Please let us know of anybody who needs to be added to our mailing list along with the resident’s name and relationship.

