



Vacenti

Vacenti Update on Coronavirus - COVID-19 - Update no 22 – Aged Care Direction No 9 Information as at Wednesday 12th August 2020

Good afternoon

Aged Care Direction No 9

Yesterday afternoon, [Aged Care Direction No 9](#) was released. There has been no real change in this Direction from No 8 and has no real impact directly on residents and families.

The main change in Aged Care Direction 9 is that staff, and contractors, who work at 2 or more sites, now must wear a face mask. Vacenti proactively took steps a few weeks ago to significantly reduce the number of staff who work across multiple sites. Where possible, the maximum number of sites a staff member may work at has been limited to 2 across Vacenti sites only. We also no longer allow staff to work across multiple providers.

However, our Number 1 requirement is that staff do not attend work with even the slightest hint of any COVID-19 symptom. This has meant that staff sick leave has increased and therefore, at times, it may be necessary to allocate staff across multiple sites to ensure we provide a full staffing compliment for resident care. **As a result, from today, some staff will not be wearing masks, and some will be wearing masks. Staff members wearing masks do not have symptoms of a respiratory illness and do not pose any risks to residents.**

Use of Masks by Families and Visitors

Whilst our homes are in an “Unrestricted Zone”, families and visitors are not required to wear masks. However, should you feel more comfortable to wear a mask inside our home, please feel free to do so. This includes the use of cloth masks. Staff and contractors working on 2 or more sites must wear single use surgical masks.

Should any of our homes be placed in a “Restricted Zone” in the future, then cloth masks will no longer be acceptable. We will advise you of those requirements at that time.

Taking residents off site

Under Aged Care Direction No 9, residents are now permitted to leave the facility, including

- *receive or access health care,*
- *attend small family gatherings,*
- *undertake exercise,*
- *to receive end of life or palliative care, or*
- *attend a funeral.*

Residents who form part of a familial group (for example, couples, siblings) or close friends are permitted to leave the facility together.

Vacenti agrees that mental health of our residents is almost as important as staying COVID free. Vacenti endorses small private outings for your loved one for emotional support.

We urge residents and families to strongly consider the reason, and what public exposure is involved when you go off site. Indoor public areas such as shopping centres, food halls, gaming areas are a much higher risk than small outdoor, well-spaced and low contact areas. Indoor public areas such as shopping centres, food halls, gaming areas do not meet the intent of Aged Care Direction No 9. Vacenti has no control over the level of infection control undertaken in very public areas. We ask you take heed of suggestions and advice given by our staff as to proposed

outings. Our staff have a responsibility to protect the whole resident community as well as the welfare of each individual.

As previously advised, both the Commonwealth and Qld Departments of Health require us to undertake a proactive risk assessment on each outing before residents leave the site and on return. What we need to know is:

1. the location of the outing, to assist with contact tracing should it be needed;
2. the type of venue you are going to;
3. the size of the gathering;

and discuss any additional precautions that you may need to take.

We **require** all residents and families to complete the Resident Leave Register at reception, both on exiting and return to assist us in our risk assessment and surveillance protocols. Sign out is particularly important for contact tracing. Be very vigilant about social distancing and personal hygiene whilst you are off site.

Visiting Hours

Vacanti homes are open for visits Monday to Saturday during normal hours of 8:30am to 4:30pm. Residents may have an unlimited number of visits in a day, but no more than 2 people at a time.

Sunday and after-hours visits will continue to be by appointment only.

We respectfully ask visiting families to:

- Not visit if you are feeling ill, have a temperature greater than 37.5C or visited a declared COVID - 19 hotspot;
- Keep your visit to the resident's rooms or outdoor areas. Visits cannot be undertaken in communal areas.
- Follow the directions of staff.

Visiting Hours – this Friday 14th August

For the majority of homes this Friday, 14th August, is a public holiday with the temporary move of the traditional Qld Exhibition Peoples Day. Vacanti homes will be open for visits this Friday, 14th August, per the above restrictions.