

## Coronavirus disease (COVID-19) Information

### Easing of Visitor Restrictions

Update No. 11 – 24<sup>th</sup> September 2020

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We would like to inform you that in response to the easing of restrictions, and the low to zero case numbers of Coronavirus in the community, visitors are able to visit loved ones once again. This came into effect from the 16<sup>th</sup> September.

Access will still be restricted to our facilities and a rigid screening process, including temperature checking, will be undertaken on everyone including our staff.

We know these restrictions can be challenging and we understand each family's situation is different. Please continue to follow signs and directions regarding access as these continue to change.

Please find some additional information and clarification to assist you as you visit the facilities.

- Visits will be limited to one to two people per resident, for less than **ONE** hour and only once per day.
- We ask that you please plan your visits with other family members if possible, so that our staff do not have to refuse entry to anyone.
- Visitor must wear facility supplied face mask (we can allocate these to you when you arrive).
- Anyone with symptoms of an acute respiratory infection, including a cough, sore throat or shortness of breath or had close contact with someone with a confirmed case, or someone awaiting a result will be prevented from entering the facility.
- At this stage, anyone from Melbourne or a stage 4 restricted area will not be permitted to visit, unless it is for compassionate reasons.
- Visits must occur in the resident room or outside. No visitors will be allowed in any of the communal areas.
- The Commonwealth Department of Health still recommends that no one can enter a residential aged care facility unless they have had a 2020 flu vaccination. However, the Victorian Department of Health and Human Services has slightly relaxed the requirement for all visitors to have the 2020 flu vaccination. While this is still strongly encouraged to protect residents, it is no longer mandatory and you are permitted into the facility without one.

We appreciate that this has been a very difficult time for both families and residents, and we hope that the easing of these restrictions will help to alleviate some of the stress that has been felt by everyone.

Our Community Health Services remain open and accessible to any member of the public. These services include:

- Podiatry
- Physiotherapy
- Occupational Therapy
- Social work
- Dietitian
- Diabetes Educator
- Management of Home Care Packages

Referrals from your doctor are not required to access our Community Health Services.

For further details or to make an appointment for our Community Health Services, please contact our reception staff on 5349 1610 (Beaufort) or 5340 1101 (Skipton).

Please refer to the following link, for further information. <https://www.dhhs.vic.gov.au/coronavirus>

If you have any queries or concerns please email [bshs@bshs.org.au](mailto:bshs@bshs.org.au)