



Wintringham

Thursday 16th July, 2020

Dear Residents and Visitors,

Re: Updated Information about visiting Wintringham Residential Aged Care Homes

Further to current stage three “Stay at home” directives, as communicated to you last week, the Chief Health Officer and Victorian Government have made additional recommendations for all aged care homes to escalate “*outbreak prevention measures*”, due to the increased community transmission of coronavirus (COVID-19).

This means Wintringham will continue to actively monitor the health of all residents, visitors and staff (including visiting workers and volunteers). **In addition to this, as recommended by the Victorian Government, Wintringham are actively discouraging non-essential visitors, staff and volunteers from attending our aged care homes.**

Staff will be asking all visitors for the reason for their visit and will be discouraging non-essential visits. This does not mean we are banning visits at this stage, this is simply a precaution that must be taken. By limiting movement in and out of our homes, we are aiming to further protect our clients and staff from the increasing spread of the COVID-19 virus; we hope all visitors can understand why this action is necessary. This approach aligns with the Chief Health Officer’s current “Stay at home” direction.

We are also asking that where a visit is considered essential, visitors must:

- Follow all staff directions whilst at the home
- Continue to practice physical distancing (1.5 metres apart)
- Practice coughing and sneezing etiquette and hand hygiene
- And **ALL visitors will be asked to wear a mask whilst at our home**

Given the situation is changing rapidly, we also suggest you phone the home prior to your essential visit, as there may be further changes to visiting rules in the coming days.

We request you bring your own mask with you. Masks can be purchased from your local pharmacy. You will notice that some staff, who can easily practice physical distancing whilst at work, will not be wearing masks. This practice is in keeping with current advice from the Victorian Government. The Chief Health Officer has also advised that people with breathing difficulties and physical conditions that make it hard to wear a mask, should not wear one; this applies to many of our clients.

Please remember, the Residential Care Manager or Site Manager are there for you to talk to. Thank you for your understanding and support, as we continue to maintain the high standards we have set at Wintringham to keep everyone safe.

Yours sincerely,

Kim Harwood
Clinical Services Manager DON

Phillip Goulding
General Manager Aged Care

Bryan Lipmann AM
CEO/Founder Wintringham



Questions & Answers for Visitors – Face masks

Q. Is Wintringham banning visitors from their Aged Care Homes?

A. No, Wintringham are discouraging all non-essential visitors from our homes in line with the Chief Health Officer's "Stay at home" direction which is designed to protect all from the spread of COVID-19.

Q. Do essential visitors need to wear masks?

A. Visitors must continue to comply with active screening and entry requirements as well as practice physical distancing, coughing and sneezing etiquette, and hand hygiene while at our residential aged care home. Facilities will recommend all visitors wear **their own face mask/cloth mask**. If they do not have one, or a suitable face mask, we will provide a single use face mask for their visit. Visitors are required to comply with any staff directions around Personal Protective Equipment (PPE) requirements while attending our residential aged care site.

Q. Should clients also be wearing masks?

A. The Chief Health Officer has advised that people with breathing difficulties and physical conditions that make it hard to wear a mask, should not wear one; this applies to many of our clients.

Q. Will my temperature still be checked when going to any Wintringham site?

A. Yes, the current 'active screening' procedures remain in place for all staff, contractors and visitors at all Wintringham sites. Wearing a mask does not replace staying home if you are unwell or physical distancing.

Q. What if I can't wear a mask for health reasons?

A. Please discuss with the supervisor or manager on site.

For a list of other face mask-related questions and answers, visit:

www.dhhs.vic.gov.au/face-masks-covid-19