



Wednesday, 26th August 2020

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Dear Resident

Re: COVID-19 Update – Use of Face Shields by Staff in Residential Care

I hope this letter finds you well. As I have expressed in earlier letters, please rest assured that your safety and wellbeing remains our top priority. Our staff are here to support you through this Coronavirus (COVID-19) pandemic.

I am writing regarding recent changes to the provision of care within our Residential Care homes. It is now a requirement for all Victorian residential aged care workers to wear face masks and face shields as a precautionary measure; as such, you will now see all staff on site wearing face shields.

You may also notice that officials from the Victorian Aged Care Response Centre (VACRC) will visit Wintringham sites to assess our adherence to new guidelines. Australian defence forces are amongst these official visitors. Wintringham welcome these visits as it is another way of assisting our compliance with Government directions.

There is no requirement for residents and visitors to wear face shields, but we still require your cooperation with the current stage 4 restrictions.

What do the current Stage 4 restrictions mean for you?

Curfew – you **CANNOT LEAVE YOUR HOME** unless for work and essential health care.

Masks – The requirement to wear face coverings does not apply to aged care residents or other group home residents while they are in the home. However, **it does apply to visitors inside the home**. If you need to leave the home for health care, staff will help you access a mask. Please note: Some people, for medical reasons, do not need to wear a mask.



Wintringham will continue to monitor the health of all residents, visitors and staff (including visiting workers and volunteers) for compliance with the Government's directions. Those people who do not meet the current health requirements will be refused entry.

Visiting restrictions continue, in accordance with the updated advice for Care Facilities Directions (No 10) which:

- Limits general visits to no more than one person per day for no more than one hour per day
- Visits will not occur in communal areas
- Large group activities or entertainment, will not be permitted at this time
- School groups will not attend the facility
- Children aged under 16 years will be discouraged from visiting
- All people on site will practice social distancing

The 'Industry Code for Visiting Residential Aged Care Homes during COVID-19' released by consumer advocacy organisations and aged care peak bodies throughout Australia is also being followed.

If residents and/or visitors are not complying with these restrictions, Wintringham will have no alternative but to contact the Police. This is for your own safety, the safety of other residents and the community.

For the latest updates and information on restrictions visit:
www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19

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

Thank you for your co-operation and please don't forget to ask for help whenever you feel the need, no matter how big or small your concern may be.

Yours sincerely



Bryan Lipmann AM
CEO/Founder

Copy to Families / NOK and Staff

