



RSL CARE SA

STOP COVID-19

ADAPTING TO COVID-19

As COVID-19 continues to evolve and affect our community, RSL Care SA remains entirely committed to supporting veterans, their dependants and the broader Australian community in our residential aged care homes. Now more than ever our services are needed.

RSL Care SA understands the critical need for residential aged care providers to help lead the nation's response to this pandemic and we continue to provide support to those in our community who need it most.

The health and safety of our residents remains our top priority and we continue to implement government measures and restrictions, as well as our own, and we have adapted to the current climate in a number of ways to ensure the vulnerable people within our communities continue to receive the level of care and support they need, and also to ensure their quality of life is maintained. This is very important to us.

ADMISSIONS

RSL Care is accepting residents into our facilities for respite and permanent residents, and we believe in many cases older persons are much safer and happier with us in our facilities than they may otherwise be if there were to be in a situation of self isolation at home. However as you can appreciate, steps need to be taken with all new admissions to obtain a COVID-19 clearance before entering our facility to ensure the continued health of all current residents and staff.

We understand choosing a suitable facility in this climate is difficult, which is why we are doing everything we can to ensure you are provided with the information required to make an informed decision. While we are not facilitating site tours and open days at this time, we are able to organise the following:

- Virtual site tours
- FaceTime/Skype calls
- Photos and videos of rooms and the wider facility
- Email and phone communication to ensure all your questions are answered

Any questions in regards to admissions at this time should be forwarded to the admissions team by phone on (08) 8379 2600 or by email at admissions@rslcaresa.com.au.

VISITATIONS

The continued comfort of our residents is a priority for our team, and while some aged care services have locked down their facilities entirely (which is understandable), RSL Care SA continues to allocate additional resources to enable visits into our facilities with family members, conducted in a manner that conforms with or exceeds stringent government guidelines and recommendations.

A summary of the complete restrictions are as follows:





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VISITATIONS CONT...

Entry is not permitted to those that have:

- Travelled internationally/interstate in the past 14 days
- Been in contact with a confirmed case of COVID-19 in the past 14 days
- Have a fever or symptoms of a respiratory infection such a cough, sore throat or shortness of breath
- Children under 16 years are not permitted

Of those who visit, adherence to the following is required:

- Only two designated visitors per resident, non-transferrable to other family members
- You must have your temperature taken before entering
- All visitors will need to self-declare, sign in and out for each visit and wear a 'visitor' sticker
- Use the alcohol-based hand rub on entry and exit and throughout your visit
- Visitors will need to practise physical distancing
- Only spend time with the person you are visiting
- Visits are limited to 45 minutes only unless there has been greater than 100km one-way travel for you (please discuss these with the Care Management Team if this applies to you)
- NO after hours visits. Visiting hours are 9am – 5pm Monday – Friday and 1 - 4pm on Saturdays, commencing Saturday 23rd May 2020 (No visits are permitted outside of these hours including Public Holidays or Sundays).
- Make sure visits occur in the resident's room or outdoors - visits are not to occur in communal areas
- No pets allowed – touch points on animal may spread infection
- Visitors must have had the 2020 Influenza vaccination. With effect 1st May 2020 visitors will not be allowed onsite if they have not had the fluvax. Evidence must be provided.
- Under exceptional circumstances (very exceptional) specific visits can be approved for up to two hours. An example of an exceptional circumstance might be something like a nominated visitor who can only attend the site once every fortnight due to travel or work limitations. Please speak with us if you have such considerations, but when making such a request please understand that the longer the visit is, the greater the potential risk there is for an infection to spread. It's a very tricky balance.

For the continued safety of your loved ones and the wider facility, we strongly recommend you don't come and visit unless you absolutely have to. You can keep in touch with residents by:

- Making phone calls
- Skype/Zoom conferencing
- Window visits
- Sending postcards and letters
- Sharing photos and other sentimental gestures or relevance to your family.

The staff at RSL Care SA will help facilitate these means of safe communication wherever possible.





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VISITATIONS DURING END OF LIFE CARE:

As has been the consistent message since restrictions around visitors into Aged Care commenced, RSL Care SA is able to expand the visitations of family during end of life, however we do still need to balance this with the wider community risks. We also understand that End of Life can be a gradual onset, or it could occur quite rapidly. Given this, we want to ensure that we can facilitate visitation from those significant relationships that our residents have during end of life care, having the required evidence of influenza vaccination to enable entry for this important time. We therefore ask that for each resident, the "End of Life Nominated Visitor Record" is completed with the appropriate evidence that we can have in readiness, should the need arise, while we navigate the current public health emergency. This will be particularly important to give authority to our after hours staff where the onset is rapid, as well as provide you with important information about how we are able to change and facilitate visitations during this time.

OTHER COVID-19 MEASURES IN PLACE INCLUDE:

- Detailed COVID-19 Preparedness and Response Plan
- 100% of staff vaccinated against Influenza
- Our unique "wing" design for each facility reduces resident populations to smaller manageable numbers in each area, which helps with infection control while still enabling healthy social interactions
- All our rooms are individual rooms with private bathrooms
- An abundance of outside areas, enabling residents to access our gardens while still keeping physical distances
- Meals cooked fresh on site daily, reducing contractors and deliveries
- Personal laundry is washed on-site in modern purpose built laundry facilities designed to prevent infections
- Single and secure point of entry
- Emergency Control Organisation overseeing all COVID-19 actions
- Very experienced Clinical Governance team, drawing on infection control experience from across the organisation to benefit all members
- Proven track record of preventing and combating infection outbreaks
- We have a specific Care and Compliance Committee at Board level with very experience committee members (all with aged care and health backgrounds), ensuring superior governance and 100% compliance in all areas.

The health, safety and wellbeing of our residents during the COVID-19 pandemic is our top priority, so please understand that we will continue to follow advice from the relevant state and federal authorities and may need to change these operations at any time.

For more information, visit our website www.rslcaresa.com.au or call (08) 8379 2600.

