

COVID-19 REGULATIONS UPDATE

Dear Residents & Family Members,

We provide the following update regarding the current restrictions applied by the Queensland Government and measures we are taking to support the wellbeing of all Residents.

- 1. Visitor Restrictions** – the Queensland Government has advised the current visitor restrictions direction remains in place until 6pm, Friday 16 July (please note exceptions do apply for end of life support). We do look forward to welcoming visitors again after this date pending any further advice from the Government in the interim.
- 2. Check In System** – the Queensland Government is also requiring all Residential Aged Care providers to be using the Check In Qld app in addition to the existing screening and check in processes. We understand this is an extra step however we are pleased to confirm this will be included within our Zipline electronic sign-in system. If you haven't downloaded the Check In Qld app then please do so as soon as possible www.covid19.qld.gov.au/check-in-qld . For any visitors who do not have a smart phone, our Concierge will be able to sign you in to the Check In Qld app through the business portal. Please note the requirement to use the Check In Qld app **does not include** Residents of the facility in which they reside.
- 3. Covid-19 Vaccinations** – further to our previous communications regarding Covid-19 Vaccinations we confirm the majority of Residents who have consented to receive the vaccination have received their two doses, with several awaiting their second dose from the Vaccination provider. Our processes for new Residents entering the Residential Care facilities now includes ensuring the Covid-19 Vaccination has been completed where available to the person. We are continuing to work with the Australian and Queensland Governments to ensure our staff can receive the vaccinations in a prioritised and effective manner.

4. Resident Connection & Wellbeing – we understand the impact any lockdown period has on the wellbeing of Residents and please be assured we are supporting in every way possible during this time. Our Leisure and Lifestyle team have a variety of resources and ways to ensure Residents are socially and emotionally supported, so please contact the team to arrange or receive further information. Virtual connections can be arranged via Zoom or we can facilitate access via the telephone for those without access to their own phone. We would like to also advise of a free Psychology service for Residents provided through Change Futures and funded by the Brisbane North PHN – further information is provided here www.changeutures.org.au/residential-aged-care-services/ . If you would like us to make a referral or need to discuss your concerns further, please make contact with Kerry Mahedy, Residential Services Manager.

The Older Persons Advocacy Network (OPAN) is an independent, free service to support older people and their family members during COVID-19. Families can call OPAN on 1800 700 600 if they would like to talk with someone about the COVID-19 situation and its impact.

We thank everyone for their understanding and support of these restrictions to protect the wellbeing of all Residents.

Kind regards,



Kate Newton
Service Quality Director

