

Adelene

Our Commitment to facilitating visits during COVID -19 Pandemic

We are facing unprecedented times. As we have previously stated, our role is to try to strike a balance between limiting the possibility of COVID-19 entering the facility whilst allowing those family members who wish ,the ability to see their resident face to face.

We are guided by the Department of Health and Local Health District when reviewing our practices . Any increased prevalence of COVID-19 in the local community may influence any further changes.

THE FOLLOWING CHANGES WILL BE IMPLEMENTED FROM MONDAY MAY 18,2020

Current recommendations are that residents only leave the facility for access to necessary medical and related services. Control measures will be followed.

Visitations

Rumbalara House

Visitation times :

Monday – Friday 10 am – 4pm

Saturday and Sunday

9.30 – midday (maximum of 5 bookings)

2.30 – 4pm (maximum of 5 bookings)

Process

All visits must be pre booked by phoning reception . Upon arrival you will be screened (temperature checks, conformation of flu vax etc) and will be escorted to the residents visiting area . Social distancing to be observed. Visits will be of 45 min (maximum)

Adelene Court

Visitation times Monday – Friday 10 am – 11am AND 3pm – 4 pm

Visits will take place in either the BBQ area of the residents room

In accordance with NSW government guidelines persons under the age of 16 are not permitted to visit. Residents may only have 2 visitors per person per day and regrettably no pets are permitted to visit.

Please remember our other alternatives for contact with your loved one include, phone calls and skype calls available 7 days per week

We also will be holding our first online relatives/representatives meeting. The purpose of this meeting will allow you to ask any questions you may have about visitation or any other aspects of covid-19. The meeting will be held on Thursday May 21 at 10 am. An email link will be sent.

We completely understand the differing views of all our valued family members. Our goal is to try and strike a balance between limiting opportunities for COVID-19 to enter the facility and at the same time respect the wishes of families to see their loved ones

As always individual circumstances will be considered . Please contact either myself or Anna for further information.

Thankyou for your understanding during these difficult times

Justin Dover
Chief Executive Officer

Anna Ross
Facility Manager