

# PROTECTING OUR PEOPLE

## Coronavirus (COVID-19)

### Updated Fact Sheet



## INFORMATION FOR FAMILY, FRIENDS, PATIENTS AND VISITORS



Coronavirus has begun to circulate in the community, and in the event of an outbreak at one of our locations our residents, patients and staff are particularly vulnerable. The following information will assist you to understand the measures TLC is taking to prevent a coronavirus outbreak, and the part you can play in reducing the risk.

### What are the early signs of coronavirus?

The symptoms of coronavirus can range from a mild illness to pneumonia. Most people will recover easily from coronavirus, but others may get sick very quickly. People with coronavirus may experience:

- fever
- flu like symptoms such as coughing, sore throat and fatigue

### Do I need to isolate?

In order to help limit the spread of coronavirus, you must isolate yourself in the following circumstances:

- if you have returned from **overseas** you must isolate yourself for **14 days**
- If you have been in **close contact** with a **confirmed case of coronavirus**, you must isolate yourself for **14 days** from the date of last contact with the confirmed case

### What measures can be taken to prevent the spread of coronavirus?

#### Physical contact:

Avoid physical contact with others including, handshakes, kissing, hugging etc. Keep a safe social distance of 1.5m between yourself and others.

#### Handwashing:

Handwashing with soap and water regularly by all TLC staff, visitors, residents and patients is the preferred measure.

#### Personal Protective Equipment (PPE):

The Department of Health & Human Services is not recommending the use of Personal Protective Equipment

(PPE), such as gloves and face masks, by aged care staff who are working with residents that show no symptoms of COVID-19.

To ensure that we maintain our supply of PPE for a potential COVID-19 outbreak, we will not be issuing staff with PPE, unless instructed to do so by the Department of Health & Human Services.

#### Hand sanitiser:

Hand sanitiser units are available throughout TLC's locations, but handwashing is the preferred measure.

#### Cough/sneeze etiquette:

Anyone with symptoms are encouraged to cover their cough or sneeze with a tissue or the crook of your elbow. Please ensure that you place all used tissues in a waste basket.

#### Isolation:

Residents of our aged care homes with coronavirus symptoms will be kept isolated in a single room and visitors will not be permitted.

New residents admitted to TLC's homes, and residents returning from hospital, will be placed under precautionary isolation in their room for 7 days. These residents will be required to wear a protective mask when being attended to by staff.

#### TLC staff who have travelled:

Staff with symptoms of coronavirus and/or who have travelled overseas **WILL NOT** be permitted to work for at least **14 days**.

#### Cleaning:

Extra cleaning of frequently touched surfaces regularly, such as mobile phones, keyboards, remote controls, door handles, taps, tables, and benches.

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### Outings for residents:

The Department of Health & Human Services has directed all Victorians to remain in their homes, unless to perform certain activities.

All residents **MUST** remain in the home until this directive is lifted. TLC is obliged to report any resident leaving the home to police.

Any resident leaving the home will be subject to a 7 day in-room isolation period upon their return.

If you have errands that you need attended to, please speak with your care manager or general manager.

### What other measures are TLC taking to ensure the safety of residents, staff, patients and visitors?

As mandated by government authorities, the following measures have been implemented effective from 20 March 2020:

- visitors must present for non-invasive temperature, travel history and symptom checking measures on entry and complete the Staff, Contractor and Visitors Register including the details of who you are visiting
- maximum of 2 visitors per resident
- only one visit to each resident per day
- visits must be no longer than 2 hours
- visits must take place in the resident's room, outdoors, or in other areas designated by the General Manager
- no large groups or gatherings
- no school groups
- visitors must practice social distancing (1.5m distance between visitors and residents)
- children under the age of 16 are not permitted
- you must perform hand hygiene before entering and after leaving a resident's room
- any person entering the home on or after 1 May 2020 must have an up to date vaccination against influenza as directed by the Chief Health Officer

If you have a relative who is in palliative care, please contact the General Manager of the home.

TLC recommends that any of your family members who are aged 70 or over remain in their home, and do not visit you at this time unless absolutely necessary.

Any person misrepresenting recent international travel will be subject to legal action, as this puts all our people at risk, including your loved ones.

Any person with a temperature over **37.5 degrees and/ or having recently returned from overseas WILL NOT BE PERMITTED TO ENTER OUR LOCATION.**

### What happens if an aged care resident becomes unwell?

If residents become unwell, they will be isolated in their room. TLC's general practitioners and staff will continue to provide care and support to the residents while they are isolated. During that time, visitors will only be permitted to see the affected resident in exceptional circumstances and under VERY strict conditions for the safety of the community.

Please email [TLC.coronavirus@tlchealthcare.com.au](mailto:TLC.coronavirus@tlchealthcare.com.au) to discuss your individual circumstances.

TLC's general practitioners and staff will be provided with all personal protective equipment required as per the Department of Health & Human Services guidelines.

TLC will implement outbreak measures in the event of a resident or staff being diagnosed with coronavirus. Our team will continue to update you regularly in the event of an outbreak.

### What are TLC's reporting obligations?

TLC will follow our obligations to report to the Public Health Unit in the event we have confirmed or suspected cases of coronavirus. We will liaise with the State Public Health Unit daily and continue to provide you with regular updates.

For further information please contact the General Manager of the home, the National Coronavirus Health Information Line on **1800 020 080** or visit [www.health.gov.au](http://www.health.gov.au) for the latest advice and resources.

Thank you for your cooperation and support!



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