

PROTECTING OUR PEOPLE

Coronavirus (COVID-19) Updated Fact Sheet



INFORMATION FOR FAMILY, FRIENDS, PATIENTS AND VISITORS



TLC has kept our residents safe from COVID-19 throughout the pandemic. Through our hard work and commitment all TLC aged care homes have remained COVID-19 free. It is TLC's industry-leading approach to managing infection control in our homes that has ensured everyone's safety.

If I have coronavirus symptoms, do I need to isolate and get tested?

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

- if you have symptoms of coronavirus (fever, loss or change in sense of smell, chills or sweats, cough, sore throat, and/or shortness of breath.)
- 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

If you are in either of these circumstances, you should be tested for COVID-19.

Please do not attend any TLC home until you have received your negative test results, and you are no longer experiencing symptoms.

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):

Any person entering a TLC aged care home **MUST** wear an approved fitted face mask that covers your nose and mouth at **ALL** times; bandanas, scarves and face shields worn without a face mask are not acceptable.

Any person found removing their face mask whilst on TLC's premises, or in a resident's room, will be asked to leave, and their registered carer status may be revoked.

Information regarding the correct use of fitted face masks is available from our staff.

Hand sanitiser:

Hand sanitiser units are available throughout TLC's locations, as well as handwashing stations.

Isolation:

Residents of our aged care homes with coronavirus symptoms will be kept isolated in a single room. During that time, visitors will only be permitted to see the resident in exceptional circumstances and under **VERY** strict conditions for the safety of the community.

New residents admitted to TLC homes, and residents returning from hospital, will be placed under precautionary quarantine in their room until they receive a negative COVID-19 test result; usually within 24 hours.

During the quarantine period, new residents who are not displaying any symptoms of COVID-19 can have a registered carer visit.

Outings for residents:

Residents of TLC aged care homes are not currently permitted to leave the premises for private social outings. Residents are permitted to leave their home for scenic bus tours, but must remain in the vehicle at all times.

Residents may leave the home with the approval of the General Manager for essential medical or hospital appointments.

If you have errands that you need attended to, please speak with your Care Manager or General Manager.

What other measures are TLC taking?

As mandated by government authorities, the following measures have been implemented:

- all staff and contractors will be tested for COVID-19 on a fortnightly basis
- if you have a fever over 37.5 degrees or symptoms of respiratory infection, you must not visit a residential aged care home

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- any person entering a TLC aged care home **MUST** wear an approved fitted mask that covers your nose and mouth at ALL times; bandanas, scarves and face shields worn without a face mask are not acceptable
- any person found removing their face mask whilst on TLC premises, or in a resident's room, will be asked to leave, and their registered carer status may be revoked
- each resident can have a maximum of two visitors (including children) from one household visit each day, for a maximum of 2 hours only
- all visitors must present at the screening entry point upon entering the home
- all visitors must present their photo ID card on entry and exit, and complete the visitor register and declaration
- visitor ID cards are available from the Administration Officer at reception
- visits must take place in the resident's room maintaining social distancing (1.5m) at all times
- visitors must perform hand hygiene before entering and after leaving a resident's room
- eating, drinking or smoking by visitors is not permitted
- visitors should refrain from any physical contact such as hugging, kissing or shaking hands

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

What happens if an aged care resident becomes unwell?

If residents become unwell with symptoms of COVID-19 or influenza, 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 resident in exceptional circumstances and under VERY strict conditions for the safety of the community.

In the event that a resident or staff member/contractor tests positive to COVID-19, TLC will implement outbreak measures and all visitation will cease, until further notice.

If a resident tests positive to COVID-19, they will be transferred to hospital.

Our team will 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 Public Health Unit daily and continue to provide you with regular updates.

For further information please contact the General Manager of the home, or email TLC.coronavirus@tlchealthcare.com.au

You can also contact the National Coronavirus Health Information Line on **1800 020 080** or visit www.health.gov.au for the latest advice and resources.

Thank you for your cooperation and support!