

COVID-19 Fact Sheet for residents and families



We understand that the COVID-19 pandemic has presented a very challenging time for residents, families and employees. Our highest priority continues to be ensuring that everyone in the Whiddon family stays safe and well.

At Whiddon, we are prepared and well-placed to respond to a COVID-19 outbreak at any of our homes and services. We continually follow government health advice and directives and have implemented training programs, simulation events and increased visitor and employee screening, along with other important measures to help keep everyone safe.

We are also taking any learnings that emerge from other providers who have experienced outbreaks in their care homes and are constantly reviewing and updating our COVID-19 procedures and response plan.

We know that at times we may need to restrict visitation due to government directives or when a local area is identified as a COVID-19 hotspot. We apologise that this may happen at short notice, but it is important that these measures are implemented for the safety of all.

This fact sheet has been designed to provide you with information on how we would communicate with you if there was an outbreak of COVID-19 in any of our care homes and what information channels are available to you.

We hope this information helps to reassure you that we are committed to doing everything possible to keep residents and families informed of our response to COVID-19.

What happens if there is a positive case of COVID-19 at a Whiddon aged care home?

If a resident is diagnosed with COVID-19 at a Whiddon care home, we would contact each resident's authorised representative to notify them of the situation. Our priority will be to contact the authorised contacts of any residents with a positive COVID-19 diagnosis first and we expect that we would do this within the first two hours.

We would then plan to contact all other residents' representatives in the following two to six hours. After the initial contact, we will continue to make daily contact with all authorised contacts either via phone calls, SMS or emails. It is important that your contact details are up-to-date, so we can contact you in a timely manner.

How do I update my contact details?

You can contact the care home to update your contact details. Please provide as many details as possible, such as mobile number and email address. You can also update this information on our website by completing an online form. Visit our COVID-19 page at www.whiddon.com.au to find out more about this.

Would other family members be contacted?

We would contact the resident's primary representative only. The primary representative has a responsibility to then inform relevant family members and keep them up-to-date with the situation.

How can I get in contact Whiddon?

In the case of an outbreak, it is likely that our Customer Service centre will operate under extended hours. The contact for this team is **1300 738 388**. We will also update the COVID-19 page on our website with relevant information at www.whiddon.com.au.

Who can I talk to if I have a concern?

We welcome any feedback and are committed to responding to it in a timely manner. If you don't feel comfortable raising a complaint directly with us, or are not satisfied after raising your concern with us, assistance is available.

- **Older Persons Advocacy Network (OPAN)**
OPAN is a national network that supports older people and their representatives to address issues related to Commonwealth funded aged care services. Phone **1800 700 600** from 8am - 8pm on weekdays.
- **Aged Care Quality and Safety Commission**
Is a free and confidential service for anyone to raise a complaint about Australian Government subsidised aged care. Phone **1800 951 822**.

What can I do to keep everyone safe when I visit?

Please check any visitation requirements or restrictions for the care home in advance of visiting and ensure the following:

- Please do not visit if you have travelled from overseas in the past 14 days or to any listed COVID-19 hotspots
- Please do not visit if you have been in contact with someone confirmed to have COVID-19
- Practice hand hygiene when you enter or leave the care home
- There is a maximum of two visitors per visit with a resident
- Please do not visit if you are unwell or have been in contact with someone unwell
- Please do not meet in common areas. Go directly to your loved one's room or designated visiting area (if your care home is allowing visits)
- You must show evidence of your 2020 flu vaccination (as required by the Government)
- Adhere to physical distancing guidelines of 1.5m from employees and other residents
- Children under 16 years of age may visit our care homes, but must be supervised at all times

Staying socially connected

We understand the importance of keeping our residents connected during this time, so our teams are working hard to facilitate phone and video calls wherever possible. We also have a free app that is available to download. We can provide you with access to this app, so you can enjoy video calls through this platform. Visit our website for more information on this, or call **1300 738 388**.

Our teams are working hard to ensure that residents continue to enjoy their favourite interest group activities. These includes exercise groups, creative activities, games and other interest based activities in the care homes to keep residents occupied and entertained during this time. We know how important these are to our residents' wellbeing.

We thank you for your ongoing support and understanding of the measures we have taken to keep everyone safe. For further information on any of the above contact us on **1300 738 388** or speak with your Care Manager.