

18<sup>th</sup> August 2020

## Coronavirus update 7

### Restricted Visits Update – Introducing Resident Social Outings

- Resident Social Outings with family and friends will commence on Saturday, 22<sup>nd</sup> August 2020 between the hours of 10am and 4pm, 7 days a week. These outings are to occur in accordance with our guidelines to ensure the safety of all our residents is maintained. Attached is our Resident Social Outing Application form to be completed and submitted to [reception@emerald.life](mailto:reception@emerald.life) 48 hours prior to the desired pick up time. Please read carefully and complete fully.
- We are introducing a further 10 appointments each week for our residents and loved ones to meet in our alfresco area located next to our dining room.
- Our reception visitor meetings will be relocated to our new meeting room that is adjacent to the reception area. This area will provide privacy for your visits to your loved one.

It remains, to arrange your visit or Skype call to your loved one please follow the guidelines below:

1. Appointments are to be made prior to your visit.
2. 11 visits are available to book per weekday being 7 in our private room 9.30am, 10.30am, 11.30am, 12.30pm, 1.30pm, 2.30pm and 3.30pm and 4 in our alfresco area at 1pm (x2) and 2pm (x2).
3. To book an appointment for a Skype call or visit go to our bookings tool located on our website home page [www.emerald.life](http://www.emerald.life).
4. Social distancing is to be upheld i.e. no touching and maintaining social distancing of 1.5 metres between family members, residents and staff.
5. All visitors are to arrive 10 minutes prior to the booked time to complete our preadmission procedures outside the entrance door. Duration of visits are 45 minutes in length.
6. Visitors are to provide evidence of having a current influenza vaccine in order to gain entry. Evidence includes a dated letter from a GP or Pharmacist which states that the vaccine was administered (not just purchased). Please send a copy for our records by email to [reception@emerald.life](mailto:reception@emerald.life) prior to a visit or provide a copy on the day of visit.
7. Visitors will be provided with hand sanitizer to use in view of our staff prior to entry.
8. Visitors are to have their temperature checked prior to entry by our staff.

9. Visitors are required to complete our COVID-19 Pre-entry Questionnaire to be permitted entry on every visit.
10. Every visitor is required to complete our visitor sign in book on entry and exit of our home for every visit.
11. Visitors can park in our entrance driveway during visits with driveway access from left side of building (when facing building).
12. Maximum of two visits per family can be booked per week i.e. 6 visitors. To be fair to all families we ask you to co-ordinate your visits with other family members so multiple bookings of 1 or 2 people do not occur wherever possible (as this limits other families access to visits).
13. Bookings can only be taken up to 2 weeks in advance.
14. A cancellation list will be kept where appointments can be reallocated to others.

These visitor and outing arrangements will remain until further notice.

The Board, management and staff of Emerald Life thank you for your continued patience, tolerance and understanding in supporting our visitor restrictions to ensure we protect our residents and staff against COVID-19.

Please share this notice with other family members or friends who visit our facility and thank you for your co-operation.

Yours sincerely

**Justine Smetham**  
**Service Manager**