



**Tanunda**  
Lutheran Home Inc.

24 June 2020

### **COVID-19 Visitation Process - update**

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Dear Residents, Family Members and Representatives,

In continuation to my letter dated June 19, 2020 regarding the COVID-19 Visitation Process - update, I would like to inform you of new changes that have been implemented to assist in the smooth running of our visitation procedure.

Starting from Thursday 25<sup>th</sup> June 2020 all pre-bookings can be made by contacting our administration team direct on **08 8563 7730 during the hours of 10:30am to 3:30pm Monday to Friday**. Please ensure if you are requesting to visit on a weekend, appointments must be made during the above mentioned times.

All current visitation restrictions remain in place;

- All visitors need to make appointments prior to arriving at the Home – Please be aware that not every visitor will be able to visit the resident at the same time.
- Care and support visits (for example, visits by family members and close friends) are limited to one visit per resident per day, by one person or two people visiting together. (Additional care and support visits may be approved by the Registered Nurse, Director of Care or delegate if appropriate or required under the circumstances).
- Visits should only occur in a resident's room, outdoors or in a specific area designated by the facility (not a communal space to reduce the risk of transmission).
- Visits must be of short duration. Social distancing of 1.5 metres should be adhered to wherever possible.
- No person may enter TLH without providing reasonable evidence that they have received the 2020 influenza vaccination. (Infants aged 6 months or younger are exempt).
- Children under age 16 are permitted to visit (evidence that they have received the 2020 influenza vaccination must be provided).



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- All people arriving at TLH will have their temperature taken and are screened for symptoms and risks of COVID-19 prior to being granted permission to enter.
- Residents of the Home are now able to freely leave the Home for reasons other than medical and return. When they return to the facility they will be required to have their temperature taken and be screened for symptoms and risks of COVID-19.
- For authorised entry please enter via the Main Reception door Monday to Friday between 8:30am and 4pm. Authorised entry afterhours and over weekends will occur via the Protea/Chapel entrance at the agreed visiting time.

If you or your loved one are leaving the facility for a social outing or medical appointment, please ensure the Home is notified prior to collection. Residents will need to undergo additional screening and documentation prior to leaving and on their return to the Home. Please ensure all COVID-19 precautions are adhered to during the outing (social distancing, hand-hygiene, etc).

Tanunda Lutheran Home remains committed to providing the highest quality of care and are here to support the needs of all concerned. If you require further clarification or more information please do not hesitate to contact me during office hours on 08 8563 7777. I again thank you for all your support and cooperation during this time.

Kind regards,

**Lee Martin**  
**CEO / DOC**  
**Tanunda Lutheran Home Inc**

