

28 May 2020

Dear valued Rembrandt Residents, Families & Friends

**Re: COVID-19 PANDEMIC UPDATE:**

- (a) Easing of visiting restrictions**
- (b) Easing of deliveries restrictions**
- (c) Clarification on residents leaving site & update on staff escorts**

I hope this again finds you all well and I thank you all for your ongoing support and patience during this difficult period. As an organisation, this pandemic continues to challenge us as we now try to unwind the restrictions in the safest manner. I continue to seek your understanding as we attempt to navigate a variety of state and federal compulsory and non-compulsory directions on top of our regular compliance requirements and resident and representatives needs and wants!

Thank you to everyone who participated in yesterday's Pandemic Visiting Survey – in under a day over 70% of our representatives/families and 79% of the residents who received the survey, have completed the survey. The Rembrandt Board met last night, reviewed the survey including your opinions, assessed the risks and have decided to move to the next level down in our restrictions matrix. I write to update you regarding these updated arrangements as follows. Please note these arrangements are subject to change at any point.

**(a) Easing of visiting restrictions**

From 1st June 2020, we are moving down our visiting restrictions status to "Low" (from the current level of Medium) in line with the SA Government's next stage of lifting restrictions. The survey results support this decision with 90% of our representatives/families and 100% of Residents Agreeing or Strongly Agreeing with this.

From 1 June 2020 Rembrandt's Low Status Visiting includes visits:

- a. To take place in resident rooms;
- b. During the set time periods of **Monday to Saturday 9am to 5pm** (please note after hours visits can be accommodated however only by pre-arranged appointment);
- c. To be of a maximum of 2 hours duration;
- d. To be once per day;
- e. To include a maximum of 2 visitors (over 16 years who have provided Rembrandt evidence of 2020 influenza immunisation);
- f. To occur without bookings; and
- g. With all visitors required to complete a health check and Pandemic Declaration before entry each time.

We will continue to work with individual residents and families whose visiting does not have to comply with these conditions due to end of life or other special circumstances.

Before visiting we strongly encourage you to consider your own health and safety within the Federal Government's Health Alerts including Advice for Older People which can be found at <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/advice-for-people-at-risk-of-coronavirus-covid-19/coronavirus-covid-19-advice-for-older-people>

**Rembrandt Living**

ABN 84 438 069 700

**Head Office**

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**Home Care & Health Centre**

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**(b) Easing of deliveries restrictions**

From 1<sup>st</sup> June 2020, our delivery restrictions will be eased to the protocols followed prior to the pandemic however we take the opportunity to remind you of our Food Safety Information (which I attach for your information).

**(c) Clarification on Residents leaving site & update regarding such cases**

We have been inundated with questions regarding when and how residents can leave site. We reiterate that this is covered by the SA Police Direction: South Australia Emergency Management (Residential Aged Care Facilities No 4) (COVID-19) Direction 2020 under section 25 of the Emergency Management Act 2004. We must comply with this direction. It states:

*Subject to the following, a resident of a residential aged care facility who leaves the premises of the residential aged care facility after this direction commences operation is prohibited from re-entering those premises.*

*This does not apply to—*

- (a) a resident who leaves the premises of a residential aged care facility—
  - (i) for medical or dental treatment of the resident; or*
  - (ii) to attend the funeral of a member of the resident's immediate family; or*
  - (iii) for exercise, provided that the person remains within 500 metres of the facility; or**
- (b) a resident who—
  - (i) has dementia or another cognitive impairment (such that the resident does not understand this direction or the consequences of leaving); and*
  - (ii) inadvertently leaves the premises of a residential aged care facility; or**
- (c) a resident who has no safe alternative accommodation.*


From 1<sup>st</sup> June 2020 residents leaving our site for abovenamed purposes will now not be required to be escorted by a Rembrandt staff member (however it is recommended). Please note however that Rembrandt will enforce the requirements of this Direction for residents who are found to be doing anything offsite other than that allowed by the above Directions.

We thank you for your ongoing support and understanding during this difficult time. As always if you have any questions please do not hesitate to contact us on [info@rembrandtliving.org.au](mailto:info@rembrandtliving.org.au) or 8198 0300.

Kind regards,



**Deb Dutton**  
Chief Executive Officer



**Timara Poulsh**  
General Manager Residential Services



## Pandemic Visitor Declaration – Version 2 (to be completed prior to every visit)

Name of resident you are visiting: \_\_\_\_\_

Your name: \_\_\_\_\_

Your address: \_\_\_\_\_

Your phone number: \_\_\_\_\_

In case of emergency call: \_\_\_\_\_

I **have** or **have not** (please circle correct answer) downloaded the Australian Government Coronavirus App *(please note this is not essential for your visit however it is strongly recommended as it will ensure efficient contact tracing if required)*.

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		Tick if you agree
I am over the age of 16 years. <i>(N.B. Other than in circumstances where the person's presence at the premises is for the purposes of end of life support visitors must be over the age of 16 years).</i>		
My presence at Rembrandt Court is for the purposes of a care and support visit to a resident.		
This is the only care and support visit made to this resident today.		
In the last 14 days:	I have not arrived in South Australia from a place outside South Australia.	
	I have not had known contact with a person who has a confirmed case of COVID-19	
I do not have a history of fever or chills in the past 72 hours, or symptoms of acute respiratory infection or loss of taste and smell.		
I have had the 2020 Influenza vaccination and have provided evidence to Rembrandt Living.		
During my visit I will		
<ul style="list-style-type: none"> <li>a. Maintain social distance (1.5metres between myself and others) including no hand holding, kissing or hugging;</li> <li>b. Practice good hand hygiene &amp; coughing etiquette;</li> <li>c. Follow the instructions of Rembrandt staff;</li> <li>d. Wait directly outside the residents room if care is required (to ensure 4m2 per person is allowed) and</li> <li>e. Remain in the resident's room at all other times.</li> </ul>		
I will ensure my visit is kept a maximum of 2 hours (i.e. be offsite within this time period)		
<i>Rembrandt staff member to complete the following:</i>		
Visitor's temperature is:		
This is within the acceptable range (under 38 degrees)		Tick if yes

**IF YOU HAVE ANSWERED YES TO ALL THE ABOVE QUESTIONS THE VISIT WILL PROCEED.**

Visitor Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_