

2 August 2020

Dear valued Rembrandt Residents, Staff, Families & Friends

## Re: COVID-19 PANDEMIC UPDATE – TIGHTENING OF VISITING RULES

I hope this again finds you all well and I thank you all for your ongoing support during this trying period. I am sure you are all like us and watching closely what is happening across the country with particular concern at what is unfolding in aged care homes in Victoria.

**Our number one priority remains to avoid COVID-19 infiltrating Rembrandt.** The events in SA over the past day have prompted us to tighten our visiting protocols. We have resisted altering visiting times however we are now asking (and will be enforcing from tomorrow, Monday 3 August 2020):

1. Please **minimise visits** – we ask that you keep visits to once or twice a week wherever possible;
2. All visits **must occur only in resident rooms** (no common areas, no Café, no Main Hall please);
3. Please **minimise resident outings** and be **extra vigilant in relation to the places you go** – avoided crowded areas and ensure that COVID-safe practices are followed at all times.

Please note: flexibility remains for visits to residents expected to pass away within 2 weeks or where other extenuating circumstances exist (as negotiated).

The existing restrictions remain including:

1. Visits will:
  - a. Be a maximum of 2 people at a time and for a maximum of 2 hours;
  - b. Be during the set time periods of Monday to Saturday 9am to 5pm or after these hours by pre-arranged appointment;
  - c. Require all visitors to complete a health check and Pandemic Declaration, (including 2020 Flu Vax proof) before entry each time; and
  - d. Require adherence to social distancing requirements, appropriate hand hygiene and cough etiquette.

We are also tightening other areas of possible risk - on top of our 'no agency staff' strategy (which I note has now been successful for well over 120 days) we are fast-tracking a 'Rembrandt-only' staffing policy where all staff must only work at our home during this period.

We continue to monitor the situation and review our processes accordingly. Our primary concern is the wellbeing of our residents and staff, and we will adjust our policies and processes (with little or no notice if needed) to ensure their safety – please watch our communications carefully, we thank you in anticipation for your understanding.

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 Poulish**  
General Manager Residential Services

**Rembrandt Living**  
ABN 84 438 069 700

**Head Office**  
1 Madras Street  
Oaklands Park SA 5046  
T (08) 8198 0300  
F (08) 8296 3699  
[info@rembrandtliving.org.au](mailto:info@rembrandtliving.org.au)

**Home Care & Health Centre**  
*Home Care & Allied Health*  
21 Greenfields Drive  
Green Fields SA 5107  
T (08) 8198 0392  
[homecare@rembrandtliving.org.au](mailto:homecare@rembrandtliving.org.au)

**Rembrandt Court**  
*Residential Care & Allied Health*  
1 Madras Street  
Oaklands Park SA 5046  
T (08) 8198 0300  
[info@rembrandtliving.org.au](mailto:info@rembrandtliving.org.au)

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