

Visiting hours currently 9am to 11am and 1pm to 4pm every day including weekends and public holidays

Dear residents and representatives,

It seems the inevitable has now happened since our borders opened and COVID 19 is becoming widespread across SA including Millicent and the entire South East. This is a concerning time for residents, families and, of course, for our dedicated team trying to keep our valued residents as safe as we possibly can.

We are coming under increasing staffing pressure due to staff being off work as close contacts of positive covid cases. We see the next 4 to 8 weeks as the most critical time for us in the entire 2 years of the current outbreak and we are reviewing our advanced planning in readiness. We are maintaining all services for the moment, however we are developing emergency plans should our staffing levels deteriorate further in coming days and weeks. We will as always let you know should that need eventuate.

We have ordered in stocks of Rapid Antigen Tests (RAT) and are also awaiting a supply to be delivered to us by the Commonwealth Government. Unfortunately, with these tests being in short supply in Australia, it may be some weeks before any arrive. When they do arrive, depending on our circumstances at the time, we may introduce staff and visitor screening processes and we are preparing for that potential outcome. For the moment that is not an option available to us.

There are however many ways that you can help us keep COVID out of Boneham for as long as possible:

- Wear your mask whenever you are on the premises and please comply if our staff note you are not wearing it properly and seek to assist you to fit it appropriately
- Use hand sanitiser when on site and maintain social distancing of 1.5 metres at all times
- If you have your own stock of RAT tests or have visitors coming from Adelaide or interstate and they can source their own RAT tests at their point of origin, please ask them to do so and test themselves/yourselves regularly before coming into Boneham to visit residents.
- Please only visit residents in their rooms or in outdoor spaces. Common areas such as lounges and dining rooms are not available to visitors in order to minimise casual contact with residents and staff
- If you have the slightest of symptoms, do not visit. Symptoms include cough, runny nose, sore throat, tiredness, shortness of breath to name just a few. We can arrange video calls if you are unable to come inside the premises.
- Check your temperature at our entry points and do not enter if you register 38 degrees or above.
- Check in appropriately so that we can check with you and track your visit to see which areas you accessed if we do have an outbreak

We are also asking that you now manually sign in again when you come in for a visit (in addition to QR code signing in). As SA Health tracing team are swamped with new cases and notifications of close contacts to people can take many days, we think that manually signing in will give us an opportunity to reach out to you ourselves if we have an outbreak and gather some details about your visit for our own sanitisation and quarantine purposes much quicker.



If you have not already done so, please urgently let our reception know who your family has nominated as their priority visitor in case we need to impose visitor restrictions. Wherever it is possible, we intend to allow the nominated priority visitor to continue to visit as long as SA Health allows this. Please remember that the priority visitor will have to be prepared to wear personal protective equipment such as a gown and eye protection if they are allowed on site during an outbreak.

We are also recommending that residents avoid trips into the community for anything other than medical or dental appointments, a sightseeing drive or a trip to a family home. Please think in advance of any outing about the risk of contracting COVID and returning with it to Boneham and choose your destinations wisely. As the outbreak progresses, we may have to introduce some formal restrictions around outings however for the time being, we trust that residents and families will exercise good judgement in their choices.

Finally, please be kind to our wonderful staff when you are visiting or contacting Boneham. They are all working increased shifts and overtime to cover shortages and they are under great pressure at work and at home maintaining the safety and care of our residents as well as their own families. We have always depended on the good will of our staff and our highly supportive community and we know that if we work together, we can get through the difficult weeks ahead with compassion and composure. Thank you for your continuing support.

Kind Regards

Michael Filsell (CEO BACS)