

## Benetas FAQs – COVID19

### **Why has Benetas temporarily closed its aged care homes to non-essential visitors and contractors?**

This is a precautionary measure in the interests of protecting our residents who are most vulnerable to the coronavirus. The health, safety and wellbeing of those in our community is our first priority.

### **How long will the homes remain closed to non-essential visitors and contractors?**

Given the increasing risk of the spread of COVID-19 within the community, we believe it is crucial we continue to limit access to our residential homes to essential visitors only, until we are confident our residents are no longer in jeopardy.

At this stage it is unclear how long we will need to keep these arrangements in place, however we have committed to keeping families, residents, and the broader Benetas community regularly updated with information as soon as we can.

### **What is the definition of “essential” visitors?**

We define essential visitors as facility staff, health care providers (such as GPs and physios), hospitality service providers (such as catering, cleaning and linen), and urgent and essential property maintenance. These arrangements are in place to ensure the effective operations of Benetas residential aged care homes during this period, and the health and safety of all residents.

### **What if my family member is receiving end of life care?**

Family members whose loved one is receiving end of life care will still be welcome in our aged care homes. We will be asking that only two visitors attend at a time and anyone entering our homes will do so via a single door. Where possible we will be checking the temperature of all visitors.

### **How can I keep in contact with my loved one?**

We have made arrangements to ensure family members have other avenues to contact and communicate with their loved ones.

We have now set up a system on the Benetas website which allows you to send a message to your loved one, this message can also include images. Please go to the residential aged care section of our website: <https://www.benetas.com.au/residential-aged-care>. Click on the locations tab under the image. You will see all of our homes listed. Please go to the home where your loved one is and you will see the tab that says ‘Message a resident’. We have assigned staff responsible to ensure your message gets to your loved one. Unfortunately we

do not have the capacity to facilitate responses but you can be sure your message will get through.

**Can I still deliver special items delivered to my family members at the home? Like the equipment, personal items or special treats I usually give them?**

This should not be a problem however please call the residential manager first to arrange how to drop these items off safely.

**If I can access the outside of my loved one's room can I take a chair and phone them and chat while I look at them through the window?**

Yes absolutely. We are happy to look at ways that we can maintain connections between families and residents to ensure they do not feel completely cut off. We are also looking at additional ways to maintain these important connections.

**Are you admitting new residents to our facilities and taking referrals?**

Yes. As an essential services provider, Benetas will continue to take new residents and provide this important care environment for those in need. We will continue to take referrals, admit new residents and ensure that the valuable services we provide to the community are not diminished. If you would like more information on availability of places at one of our homes, please don't hesitate to call the Benetas Customer Centre on 1300 23 63 82

**Have you supplied your staff at all locations with hand sanitizer and protective masks where appropriate? What steps have you taken to ensure their health and safety?**

As an aged care provider, we are well practised at managing infectious outbreaks such as flu and gastro, for example. However with the current situation, we have implemented much more rigorous health, safety and hygiene protocols at all sites.

We are sourcing extra supplies and working hard to ensure our sites are well stocked with them. We have also initiated additional staff training procedures, and we will be asking that anyone entering our homes will do so via a single door. Where possible we will also be checking the temperature of all visitors.