



Guidance for Residents and Families: COVID-19 cluster known as the “Parafield Cluster” South Australia

Release date: 16 November 2020

In consideration of the current SA Health Alert regarding the current COVID-19 cluster known as the “Parafield Cluster”.

Resthaven is taking the following precautionary steps to ensure your safety at this time:

- Firstly, you will notice that all Resthaven staff are wearing a face mask (if 1.5m physical distancing cannot be maintained), until further notice. This is for the purposes of protecting you as the resident from any risk that staff might pose.
- Staff will be working in dedicated areas within the home, where possible, to minimise the number of people they have contact with during their workday; in some instances this means we are using rooms differently – so you may notice staff using areas as staff tea rooms.
- We suggest that wherever possible, you try and stay close to your own room, dining area and lounge areas and minimise your contact with residents in other areas.
- We recommend that you remain on site. However if you must leave the home, we would like to know where you are going and who you may be in contact with. This information may be required by SA Health for contact tracing purposes. This could include you being asked to self-isolate in your room on return to the home.
- We are also limiting visits to the site. Unfortunately, this includes family and friends. We will be communicating with them to keep them up to date with these changes to make sure they know that Resthaven takes your safety, and the safety of the community very seriously. We will work to facilitate alternative ways for you to stay in contact with family and friends.
- We are aware of the updated Emergency Direction for residential aged care facilities, however until we understand our risk from contact tracing we will maintain the no visiting position (exceptions for end of life).
- During this time staff may be asking you more frequently how you are feeling and also monitoring your temperature.

We will be reassessing daily, or more frequently as the situation evolves, and as we get more information.

We will keep you up to date.