

COVID-19 Precautionary Measures: Visitation Policy Change

FREQUENTLY ASKED QUESTIONS (FAQ)

1) Why is ECON restricting visitation?

The government has advised for people to stay home, work from home, and refrain from visiting seniors when one is unwell. There is also an increasing number of local confirmed unlinked cases.

As there are confirmed cases who are asymptomatic i.e. showing no symptoms, we have stepped up precautionary measures to minimise risks to our residents.

It is for your loved one's safety that we restrict visitation.

2) There is currently no directive from MOH (as of 30 March 2020) to stop visitation. Why is ECON imposing this visitation limitation?

In the USA, Italy, and Spain, there are high COVID-19 fatality rates for seniors and nursing home residents. We are learning from these overseas occurrences and are being proactive towards the health and life of residents under our care. We are doing our very best for your loved one.

**As of 2nd April 2020, MOH and AIC have advised that there should be no visitors at nursing homes.*

3) Is there a specific duration to this “No Visitation”?

We do not have any specific duration as this will be subject to further advisory from MOH. We expect this to be enforced until the COVID-19 pandemic has been subdued locally.

4) Will I be allowed to visit my loved one, if his/her health condition deteriorates or worsens?

Yes, you can visit your love one on compassionate care situations, e.g end-of-life situation. The consent for visitation will be made on a case by case basis. Visitors will be provided with a mask and the visit will be facilitated in a designated area.

For each visit:

- We can only have one visitor per resident.
- The visitor must be cleared of all criteria in the health declaration.
- The visitor needs to adhere to all precautionary measures, including being 2 metres away from the resident and to wear a mask.

5) How often can I visit my loved one who is on compassionate care?

You can visit the resident every 3 days and need to adhere to visitation guidelines.

6) How do I maintain communications with my loved one?

We encourage you to contact the respective centres to book for the telephone or WhatsApps (video) calls.

7) In the event that we cannot reach the centre. Is there a specific number for us to call?

We apologise for any inconveniences due to the high volume of incoming calls. Please reach us at covidcare@econhealthcare.com.

8) During this period, can I provide food or personal belongings for my loved one?

Sorry, due to heightened precautions during this Circuit Breaker period, please do not bring food or personal belongings, or order delivery for the residents.

9) Can I visit my loved one if they are just discharged from the hospital?

Yes, you may visit the resident, one visitor a time, for 20 minutes per visit with at least 2 metres distancing.

10) Can I accompany my loved one when they go for their medical appointment?

Yes, you may accompany your loved one to and from their medical appointments and subsequently pass the medications to the care staff. Please adhere to strict personal hygiene and handwashing during this time with the senior. You are also recommended to wear a mask.

11) What are your other precautionary measures to ensure that my loved one is safe in your care?

The following measures are in place:

- Increased frequency of environmental cleaning for high touch areas including toilets and common areas such as dining area, lifts, handrails doorknobs etc.
- Close monitoring of residents' temperature twice daily. Medical attention is sought immediately for residents with flu-like symptoms, fever, and/or pneumonia.
- All staff measures their temperature twice daily. If they are unwell, they will seek medical attention immediately.
- Group activities and communal dining have been restricted or have safe distancing measures in place.

2019冠状病毒防范措施：探访政策更改

常见问题与解答

1) 为什么宜康要限制家属的探访？

我国政府已经建议国人留在家中、居家工作，也建议年长者呆在家里，以及身体不适者避免探访他们的年长家属。近数日也有不断增加的本地不明来源的确诊病例。这些确诊的病例都没有显示征兆。我们必须加强防范措施以降低住户面对病毒的风险。

实施限制性探访是为了您至亲的安全。

2) 卫生部并没有指示（3月30日为止）禁止探访。为什么宜康实行限制性探访？

在美国、意大利和西班牙，年长和疗养院的冠状病毒患者死亡率高。我们吸取海外事件的经验而采取积极主动性的防范来照料住户们的健康与生命。我们尽心尽力照顾您的至亲。

**卫生部与护联中心于2/4 /2020 发文告宣布所有疗养院拒绝访客进入探访。*

3) “无探访期”可否有期限？

我们并没有规定期限，因为这必须遵从卫生部进一步的指示。我们预计这个措施会一直执行至冠状病毒大流行期在本地制止为止。

4) 若我的家属的健康恶化时，能够允许我探访？

能够，您是可以探访您的病危家属的。根据个别情况来允准探访。我们会提供口罩，而探访的地点是指定的位置。

每一次的探访：

- 我们只允许一位住户一位探访者
- 探访者必须申报其健康状况良好
- 探访者必须遵守所有的防范措施，包括与住户维持在2米距离，和戴上口罩

5) 我的家属是临终关怀护理，我能够探访他几次？

您可以每3天探访此住户一次，您也必须遵守限制性探访的条规。

6) 我怎么能够与我的家属保持联系？

我们鼓励您联系中心负责人，预约通电话对话时间，或者使用WhatsApps（视频）连线对话。

7) 若没有办法联系上中心，还有什么联系方法？

对于电话线使用量频密所带来的不便，我们感到很抱歉。

您可以电邮covidcare@econhealthcare.com 联系我们。

8) 在这段期间，我可以携带食物或个人用品给我的家属吗？

很抱歉，由于阻断传播措施，在这段期间，请不要带来食物或个人用品 或订购外卖给住户。

9) 我的家属刚出院，我可以探访他吗？

可以的。您可以探访，每一次一位探访者，每探访时间为20分钟，并且保持2米的距离。

10) 我可以陪伴我的家属去复诊吗？

可以的。您可以陪伴您的家属到医院复诊，并把复诊后的药物交给中心的护理人员。在陪伴家属的过程中，请严格遵守个人卫生和勤洗手。也建议您戴上口罩。

11) 还有什么防范措施以确保我的家属在你们的照顾下是安全的？

以下的措施正在实行：

》增加环境清洗的次数，如厕所、公共地方如用餐地区、电梯、护栏、门把手等等。

》监督住户们的体温，每天测量2次。住户若有感冒症状如发烧、和、或肺炎，即刻给予医治。

》所有员工必须每天测量体温2次。如有不适，立刻寻求医治。

》限制性的小组活动和公共用餐，或安全距离活动。