

Videos to help you explain the COVID-19 outbreak to your residents

Videos are a great way to reassure residents of residential aged care facilities and explain the changes being made to keep them safe during the COVID-19 pandemic.

Let Dr Norman Swan speak for you

Recently, Dr Norman Swan, host of the ABC's Coronacast podcast, made a COVID-19 video for OPAN, the Older Persons Advocacy Network. All residential aged care facilities can use this video for free. It's available with closed captions in English, Greek, Italian, Chinese (Simplified) and Vietnamese. You can find it at open.com.au/covidresourcesvic along with a broad range of other COVID-19 resources.

Or make your own video

You might prefer to record your own video. You can use someone your residents know personally and trust. So, to support you, we're sharing Norman Swan's script with you. You're welcome to use it in your own presentation and modify it to suit your facility's current COVID-19 status.

Use the script overleaf →



Contact OPAN or Elder Rights Advocacy (ERA) to find out more about COVID-19 resources and support for your residents and their families.

 Freecall **1800 700 600**
6am–10pm AEST, 7 days



era.asn.au
open.com.au/covidresourcesvic

Use this COVID-19 outbreak video script

“Hi there. I’m <Name>, and I’m here to chat to you about some of the changes taking place around your home here at <facility name>, due to a new virus called COVID-19.

COVID-19 is an illness that spreads very easily, and often has symptoms similar to the flu. Like the flu, anyone can get this virus, but some people are more likely to get very sick if they have it, including some older people or people who already have an ongoing medical condition.

To make sure everyone stays healthy here at <facility name>, we’ve had to make some changes to our usual way of doing things. We know this can be frustrating, but we want you to know that we’re doing everything we can to work through this situation as quickly as possible, while still keeping you safe. Your safety is our biggest priority.

Let’s talk about some of the changes you might see around here in the coming weeks.

You might notice the staff are wearing new uniforms, and equipment like masks or robes, and you might even be asked to wear them too. These might look like what you would see in a hospital or during an operation. These can seem strange, but they help protect you and everyone else in our home. You can always ask us about these items and we can explain why they’re important.

We might move you, your friend or a fellow resident to a different room. You might also be asked to spend more time in your room than normal and spend less time in common rooms. This is to lower the risk of spreading the virus around our home.

Your meals might also be a bit different to usual. They may be delivered to your room, and might not be the same meals and drinks that you usually have.

And unfortunately, we’ve had to make some changes to having visitors, which means your family and friends might not be able to visit you as often as they usually do, or in the same way they usually do.

Your family and friends might now have to make a booking with us before they visit, and they might visit you by standing outside a window and speaking to you from outside. They might also catch up with you by using technology, such as a phone or an iPad, instead of visiting you in person.

This is also to avoid the risk of the virus spreading to your family and friends, and also prevents them spreading the virus if they happen to be carrying it.

We know these changes can be very difficult, but there is help available. You can always talk to the staff, and ask them questions. The pastoral team here is always available to help.

Even though there might be a lot of things changing, you still have the same rights as always and it’s important that those rights are not forgotten.

Did you know that aged care advocates are also available to help you? The role of an aged care advocate is to work with you and your family to make sure your voice is heard, and to make sure your rights are being maintained. They can help you in understanding your rights and getting additional supports during COVID-19.

Aged care advocates are independent from aged care providers and government, and work at your direction.

The Older Persons Advocacy Network, or OPAN for short, is a national network of aged care advocates. Elder Rights Advocacy is their Victorian member, who delivers support services for older Australians, their families and representatives.

If you’re concerned about the changes in the facility, or would like further support, you can call one eight hundred, seven hundred, six hundred [1800 700 600] or ask the staff to put you in contact with OPAN. A friendly staff member from OPAN will be able to help you with free, confidential advice.

We know this can be a very challenging time. We thank you for your patience, as we all work together to keep everyone healthy. We’re in this together, and we’re all here to help.”