

## Welcoming family and friends to our communities

Thank you for supporting us to follow our enhanced resident protection measures to keep our residents safe during COVID-19. One of the ways we are doing this is to introduce visits by **appointment only** between the hours of **8am -5pm** each day so that we can manage the total number of people moving through our community.

This information sheet outlines important information to guide family and friends when visiting our communities during COVID-19.

### Following advice from health authorities, families and friends are asked to:

- Ensure you have received your flu vaccination before you visit. From 1 May 2020, the government has mandated that anyone visiting a residential aged care service needs to be vaccinated. When you visit you will be asked to provide evidence that you have been vaccinated (eg certificate, statement from GP or Medicare Online). You can find out more about vaccination requirements by reading the Department of Health's [restrictions on entry into aged care communities](#) fact sheet. The government can impose heavy fines to those that do not comply.
- Schedule visits in advance (booking instructions are outlined below)
- Limit visits to no more than seven per week for each resident
- Have no more than two visitors at one time
- Keep visits short (up to two hours)
- Visit residents in their rooms or outside, not in indoor public places
- Not visit with children under 16

If your loved one is receiving end of life care, please speak with your Residential Manager about special arrangements.

### When coming to our communities please support us by:

- Making an appointment in advance to visit between the hours of 8am – 5pm each day.
- Taking part in temperature checks on arrival. A team member will be on hand to greet you and answer any questions you may have.
- Observing all health-related signage around the community.
- Following good hand hygiene practice while visiting. Extra care is being taken to keep our residential community clean.
- Practicing social distancing of 1.5m even between family members

### Families planning a visit can help us by taking the following precautions:

- If you are unwell or experiencing symptoms of respiratory illness (fever, chills, cough, runny nose, sore throat, body aches, muscle pain or having trouble breathing), please do not visit.
- If you have had contact with someone who has Coronavirus, please do not visit.
- If returning from international or interstate travel in the past 14 days, please delay visiting until 14 days have passed.

## Staying connected

Staying in touch with your loved ones is important. Please speak with your local team about additional options such as video calls and FaceTime that are available to help stay connected. If you have any concerns about planning your visit, please be in contact with your Residential Manager.