

Welcoming family and friends to our communities

Thank you for your support in working with us to keep our residents safe during COVID-19. This information sheet outlines important information to guide visits to our community.

Following latest advice from the Queensland Government

- There is no limit on the number or the length of visits for up to two visitors at a time, between the hours of **8am - 4pm** each day. For visits outside these hours, please contact your local team to make a booking.
- Children under the age of 16 years are now able to visit subject to having a current influenza vaccination.
- All visitors will be asked to sign-in upon arrival and to sign-out when leaving our community. This will ensure any newly arriving visitors will be able to enter.

When coming to visit our communities please support us by:

- Ensuring you have received your flu vaccination. The government has mandated that anyone visiting a residential aged care service (including children) needs to be vaccinated. When you visit you will be asked to provide printed or online proof of your vaccination (eg vaccination clinic, pharmacy, Doctor or Medicare App Online). If you have any questions about this, please speak with your Residential Manager prior to visiting.
- 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.
- Taking part in temperature checks on arrival. A team member will be on hand to greet you and answer any questions you may have.
- Practicing social distancing of 1.5m even between family members.
- Visiting residents in their rooms or outside, not in indoor public places.

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 COVID-19 or you are awaiting test results for COVID-19 please do not visit.
- If returning from international or interstate travel in the past 14 days, please delay visiting until 14 days have passed. If you have any concerns or the visit is urgent, please be in contact with our team before visiting.

Ongoing COVID-19 safety measures:

In the event that there is a suspected or actual outbreak of COVID-19 in the area surrounding our community, we will put in place additional proactive measures to ensure the continued safety of your loved one. This may include temporary exclusion of visitors at short notice to minimise risk to residents, staff and visitors.

In this situation we may need to respond rapidly and we will notify family members as soon as possible. We will share information and regular updates with you and your loved ones and wherever possible arrange alternative communication approaches to keep you connected.