



Visiting Arrangements for Resthaven Residential Services

Release date: 4 June 2020

The Emergency Management (Residential Aged Care Facilities No 4) (COVID-19) Direction 2020 – effective 22 May 2020 defines a:

“care and support visit, in relation to a resident of a residential aged care facility, means a visit made to the resident by one person, or two persons together, for the purposes of providing care and support to the resident.”

- This means that each resident may have **ONLY ONE VISIT PER DAY BY ONE OR TWO VISITORS TOGETHER FOR A SHORT DURATION.** Resthaven has determined this to be 60 minutes.

Visiting arrangements:

- Visiting hours are 1pm – 3 pm , 7 days per week. The duration of the one daily visit per resident by one or two visitors together is not to exceed 60 minutes and must occur in the resident’s room or outdoors or in a specific designated area of the residential aged care facility, rather than in communal areas.

Visitor Entry Requirements:

- The main entrance is the only entry point to the site during this time.
- On entering the home, all visitors are to attend the sign in desk and complete the screening questions in the Visitor Sign In Sheet.
- When visitors are entering the home, they may need to wait to have this screening undertaken. Whilst waiting, all visitors must adhere to the 1.5 metre social distancing requirements.
- Once the screening questions are completed, a staff member will take the visitor’s temperature and verify their 2020 influenza vaccination status.
- The temperature reading is recorded in the Visitor Sign in Sheet.

Screening

- If a visitor responds YES to ANY of the screening questions, the visitor is NOT permitted to enter.
- If a visitor records a temperature of 38°C or higher, the visitor is NOT permitted to enter and is to be advised to contact their doctor.
- Evidence of 2020 seasonal influenza vaccination is required. Entry is NOT permitted to the site if evidence is not available.

On completion of the screening process, the visitor/s will be provided with a **Visitor** sticker.

All visitors are required to comply with the following:

- Visitors are not to interact with any other resident and must go directly to the room of the resident they are visiting.
- Persons under the age of 16 years are ONLY permitted to enter the facility during an end of life visit, and be in the company of an adult. They then form part of the two-visitor restriction.
- All visitors are to maintain and follow all infection control guidelines. These include hand washing, good cough etiquette and observing social distancing at all times.
- At the end of their visit, all visitors are to sign out, discard their ‘Visitor’ sticker, attend to their hand hygiene and depart.

Pets

Pets are welcome to accompany you on a visit on the following basis:

- Only one pet is permitted to accompany the one or two visitors per resident at the same time each day.
- The pet must be on a lead at all times on site.
- The pet must be maintained at the social distancing of 1.5m from all residents, staff and other visitors at all times.

Date of issue: 4 June 2020

Gifts and food items

Gifts for residents may be dropped off at the site.

Acceptable gifts include craft items, such as wool, fabrics and other items to use for hobbies generally.

Flowers (preferably not wrapped in plastic, as the Coronavirus lives for extended periods on plastic), letters and cards are welcome.

The following restrictions apply:

- Gifts are not to include homemade or high-risk foods, such as soft, semi-soft and surface- ripened cheeses, cured meats, pates and meat spreads are allowed.
- Only commercially packaged food items that do not require refrigeration are permitted. Acceptable foods include commercially packaged biscuits, chips, chocolate, bottled drinks including wine, etc.

Laundry

Personal laundry may be collected and returned with prior arrangement. Please speak with reception.

Take Away Meals

To minimise risk to residents from externally prepared and delivered take away food, the following limitations apply:

- Take away meals delivered by delivery companies (UBER and the like) must be consumed by the resident immediately and not be stored.
- Where a meal is ordered and delivered to the front door, Resthaven staff may assist with ensuring the resident receives the meal at the time of delivery.
- Resthaven staff will not reheat food under any circumstances, nor take any responsibility for take away, delivered food.
- The meal must not be stored or refrigerated for later use. Any left over food must be disposed of.

**These arrangements are subject to change, so please check with staff prior to visiting.
Thank you for your cooperation.**