



## Fact Sheet – 19 June 2020

### Information for residents, clients and families: Novel Coronavirus (COVID-19)

#### Visiting Arrangements for Resthaven Residential Services

The updated ***Emergency Management (Residential Aged Care Facilities No 5) (COVID-19) Direction 2020*** – effective 18 June 2020, states:

#### ***“Care and Support Visits:***

*In relation to a resident of a residential aged care facility, means a visit made to the resident by one person, or 2 persons together, for the purposes of providing care and support to the resident.”*

#### **Visiting arrangements:**

- Each resident can have only one visit per day by one or two visitors together. There is opportunity, with approval by Resthaven as the provider, to allow additional visits.
- Visiting hours are:
  - Monday to Friday from 10 am to 4 pm
  - Weekends and Public Holidays between 1 pm – 3 pm
- Children under the age of 16 years are permitted to enter the facility, but **MUST** be in the company of an adult, and will form part of the two-visitor restriction. In addition, they must meet all other entry screening criteria including having evidence of the 2020 seasonal influenza vaccination. Those aged 6 months or younger are not required to have had the 2020 seasonal influenza vaccination.

The visit should occur in the resident’s room or outdoors or in a specific area designated by the residential aged care facility, rather than communal areas to assist with social distancing.

#### **Visitor Entry Requirements:**

- When visitors are entering the home, they may need to wait to have their screening undertaken. During this time, all visitors must adhere to 1.5 metre social distancing requirements.
- The main entry is the only entry point to the site.
- On entering the home, all visitors will attend the sign in desk and complete the screening questions in the ***Visitor Sign In Sheet***.
- Once the screening questions are completed, the staff member will take the visitor’s temperature and verify influenza vaccine status.
- The temperature reading is recorded in the ***Visitor Sign In Sheet***.
  - If the visitor responds **YES** to **ANY** of the screening questions, with the exception of the flu vaccination, the visitor is **NOT** permitted to enter
  - If visitor records a temperature of 38.0 degrees or higher, the visitor is **NOT** permitted to enter and is to be advised to contact their GP.
  - Evidence of 2020 seasonal influenza vaccination is required. If not available, entry is **NOT** permitted to the site, with the exception of a child aged 6 months or younger.
- 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.
- All visitors must maintain and follow all infection control guidelines that include hand washing, cough etiquette and observing social distancing at all times.
- Upon leaving, all visitors will be required to sign out, discard their 'Visitor' sticker and attend hand hygiene, and leave.

### **Pets**

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

- One pet only is permitted to accompany the one or two visitors allowed to visit a resident each day.
- The pet must be on a lead when present on site.
- The pet must be maintained at the social distancing of 1.5m from all residents, staff and other visitors at all times.

### **Laundry**

- Personal laundry can be collected and returned with prior arrangement.

### **Gifts and food items**

Gifts can be dropped off at the site for residents, however the following restrictions are in place:

- Gifts cannot contain homemade food or high-risk foods.
- Acceptable items might include commercially packaged food items, and only those that do not require refrigeration, such as biscuits, chips, chocolate, bottled drinks (including wine), etc. They must not include those items considered high-risk food items, such as soft, semi-soft and surface ripened cheeses, cured meats, pates and meat spreads, etc.
- Letter, cards and flowers are welcome. Ideally, flowers should not be wrapped in plastic (as the Coronavirus lives for extended periods on plastic).
- Craft items such as wool, fabrics and other items to use for hobbies are generally acceptable.

### **Take Away meals**

To minimise risk to residents of externally prepared and delivered take away food, the following applies:

- 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 or take any responsibility for take away, delivered food.
- The meal must not be stored or refrigerated for later use. Any leftover food must be disposed of.

Please do not hesitate to ask staff if you have any questions.