



Fact Sheet – 12 October 2020

Information for residents and families: COVID-19

Resthaven Residential Services Visiting Arrangements

Resthaven complies with government guidelines in relation to visitors to residential aged care. To reduce the spread of COVID-19, the State Coordinator, Police Commissioner Grant Stevens, has made a Direction under the Emergency Management Act 2004 to limit entry into residential aged care facilities in South Australia. The South Australian Emergency Management (Residential Aged Care Facilities No 10) (COVID-19) Direction 2020 came into effect on 3 October 2020. It provides clear direction relating to Visitors to Residential Aged Care Facilities.

The Direction 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 two persons together, for the purposes of providing care and support to the resident (and includes a visit by a family member or friend of the resident for the purposes of providing social support to the resident).”

- **You cannot enter a Residential Aged Care Facility if you have not been vaccinated against 2020 seasonal influenza.**
- **You cannot enter a Residential Aged Care Facility if you have undertaken a COVID-19 test and are awaiting the test result, unless you have had a COVID-19 test in accordance with routine testing required to be undertaken under a direction under the Emergency Management Act 2004 relating to cross border travel. Documentation to support this exemption *must* be provided at the time of the visit.**

Current visiting arrangements at Resthaven residential aged care homes:

Visiting hours are:

- **Monday to Friday from 10 am to 4 pm**
- **Weekends and Public Holidays between 1 pm – 3 pm**

Each resident may only have one visit per day by one or two visitors together. With approval by Resthaven, there is opportunity to allow additional visits.

Children under the age of 16 years are permitted to enter the home, 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 their 2020 seasonal influenza vaccination. (Those aged 6 months or under are not required to have the 2020 seasonal influenza vaccination.)



Visitor Entry Requirements

The entry screening process, including temperature monitoring, is conducted for all visitors.

- At all times, visitors must adhere to 1.5 metre social distancing requirements.
- When you are entering the home, you may need to wait to have screening undertaken.
- The main entry is the only entry point to the home during this time.
- On entering the home, all visitors are to go to the sign in desk and complete the screening questions in the **Visitor Sign Sheet**.
- Once the screening questions are completed, your temperature is taken and recorded and influenza vaccination status is verified.
- The temperature reading is recorded in the **Visitor Sign in Sheet**.
 - If you respond **YES** to **ANY** of the screening questions, with the exception of the influenza vaccination, you are **NOT** permitted to enter.
 - If a temperature of 38.0 degrees or higher is recorded, you are **NOT** permitted to enter and we recommend you contact your GP.
 - Evidence of your 2020 seasonal influenza vaccination is required at every visit. If not available, entry is **NOT** permitted to the home. The exception is a child aged 6 months or younger.
- On completion of the screening process, visitors are provided with a 'Visitor' sticker to wear.

All visitors are required to comply with the following:

- Visits are to occur in the resident's room, outdoors or in a specific area designated as a visiting area. Visits are not to occur in resident communal areas, including lounges and dining rooms, unless specifically identified and designated as a visiting space.
- Signage identifies the maximum number of people who can be in an area at any one time. We require your cooperation in complying with maximum numbers in visiting spaces at the home and maintaining physical distancing of 1.5 metres wherever possible.
- All visitors must maintain and follow all infection control guidelines that include hand washing, use of alcohol hand gel, good cough etiquette and observing physical distancing of 1.5 metres at all times.
- When leaving, you are required to sign out, discard the visitor sticker, attend hand hygiene and leave directly via the main entrance.

During your visit, while you may wish to greet other residents. It is important to remember that your purpose on site is for the **one** visit for your family member or friend that day. On entry to the site, please go directly to the resident's room. You may not visit other residents and we ask you maintain social distance.



Masks

During your visit, you will observe some staff wearing face masks. The Emergency Management Direction requires nursing, personal care, allied health staff and doctors to wear a mask when providing care to a resident.

The purpose of the mask is to reduce the likelihood of transmission to the resident, rather than protection of the staff member.

At this time, you are not required to wear a mask, however you may wish to consider doing so.

Pets

Pets are welcome but must accompany a visitor on the following basis:

- One pet only is permitted to accompany the one or two visitors permitted to visit a resident each day.
- The pet must be on a lead while present in the home and on the grounds.
- The pet must be maintained at a distance of 1.5 metres from all residents, staff, volunteers and other visitors at all times.

Gifts, food items and personal laundry

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

- Commercially packaged food items and only those that do not require refrigeration are permitted. These must not include items considered high-risk food, such as soft, semi soft and surface ripened cheeses, cured meats, pates and meat spreads etc.
- Acceptable items might include biscuits, chips, chocolate, bottled drinks (including wine), etc.
- Gifts cannot contain homemade items, and high-risk foods.
- Flowers ideally not wrapped in plastic (as it is known that the Coronavirus survives for extended periods on plastic)
- Craft items such as wool, fabrics and other items to use for hobbies are generally acceptable.
- Letters and cards are acceptable.
- Personal laundry can be collected and returned with prior arrangement.



Take Away meals

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

- Take away meals which are 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 of the home, 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.

Resthaven thanks you for working together with us to maintain the health and safety of everyone at the home. If you have any questions about the information in this fact sheet, please contact the site in the first instance.

These arrangements are subject to change, so please check with staff prior to visiting. Thank you!