

AGED CARE VISITOR GUIDELINES

INFORMATION FOR FAMILIES & FRIENDS

On Monday 4 May 2020 UnitingSA will begin welcoming visitors via pre-scheduled visits to our aged care homes.

This fact sheet outlines the precautions that will come into effect to ensure the safe re-commencement of visits. Thank you for your continued support and understanding during this challenging time. Together we will ensure the ongoing health and wellbeing of your loved ones.

General visitor protocols

The following protocols will apply to all visits and are in line with the latest government advice:

- Residents are to have a maximum of two visitors at one time per day.
- Visits are to be no longer than two hours and must occur between 10am and 4pm daily (including weekends).
- Visits must be conducted in a resident's room, other designated area or outdoors (not in communal areas).
- All visitors must practice hand hygiene upon entry and exit.
- All visitors must maintain social distancing (1.5 meters).

Visits should be scheduled with your aged care home via phone or email during business hours and must only occur at the agreed time.

Any visits outside of the hours outlined above must be negotiated with the home's Director of Nursing.

Visitor screening process

In order to gain entry into our aged care homes, all visitors must present to reception upon arrival for mandatory screening. As part of the screening process, visitors will:

- Undergo temperature checking using an infrared thermal thermometer.
- Complete a questionnaire, addressing COVID-19 risk factors.
- Provide evidence of 2020 seasonal influenza vaccination (or medical contraindication) and photo identification.

Entry will be refused if you:

- Record a temperature of 38C or greater.
- Answer 'yes' to any of the questions set out in the screening questionnaire.
- Are unable to present proof of flu vaccination or photo ID.

Once assessed as able to enter, reception staff will issue visitors a sticker to be worn at all times. The sticker will identify the date and time of visit and have signature authorisation.

Entry restrictions

The screening questionnaire referenced above will ensure the following people do not enter our aged care homes:

- Those who have returned from outside of South Australia (overseas or interstate) in the last 14 days.
- Those who have been in contact with a confirmed case of COVID-19 in the last 14 days.
- Those with fever or any (even mild) symptoms of acute respiratory infection (e.g. cough, sore throat, runny nose, shortness of breath).

End-of-life visits

Palliative care and end-of-life visits are to be negotiated with your home's Director of Nursing or our Palliative Nurse Practitioner.