

14 December 2020

EASING OF RESIDENTIAL AGED CARE VISITOR RESTRICTIONS

Dear family member/friend,

I am pleased to inform you that the State Government has released an [updated Emergency Management \(COVID-19\) Direction](#) outlining the relaxation of a number of Aged Care visitor restrictions.

The most significant change to come into effect is the easing of limits on the number of visits and visitors a resident may receive each day.

In releasing the Direction, the government has however stressed that processes must remain in place to ensure residents continue to receive visitors safely.

Accordingly, UnitingSA will implement new Aged Care visitor protocols across our homes, commencing at **8am tomorrow (Tuesday, 15 December 2020)**.

The following changes will come into effect at this time:

- All homes will commence standard visiting hours of 8am until 8pm, with after-hours access via the entrance door bell.
- The two-hour time limit for visits will no longer apply.
- Residents will not be restricted in the number of visits or visitors they receive per day.
- Bookings will no longer be required in order to visit your loved one.
- All visitors, including those entering after-hours, will continue to undergo COVID-19 screening upon arrival (including a questionnaire, temperature check and provision of flu vaccination evidence).
- Visits should continue to occur in private rooms wherever possible.

FACE MASK REQUIREMENT

The State Government continues to mandate the wearing of face masks by all persons visiting a Residential Aged Care home (excluding children under 12). UnitingSA will continue supplying disposable surgical masks to visitors upon entry. Please remember to wear your mask at all times while in our homes, including the corridors.

PHYSICAL DISTANCING & ROOM CAPACITY

It's important to note that government mandates regarding physical distancing remain in place. This means we are still required to limit the number of people permitted in residents' rooms, as well as communal areas.

Posters displaying room capacity limits will continue to be positioned at the entrance to all rooms. We kindly ask that all visitors observe room capacity limits. If a room has reached its capacity, visitors should wait until another person vacates before entering. Visitors may also be required to temporarily leave the room if staff need to deliver care.

To prevent delays in visitors seeing loved ones, due to rooms being at capacity, we encourage families and friends to coordinate visits as best they can with one another. We also ask those who intend to visit in a larger group to contact us in advance so we can ensure an appropriate space is available.

As an organisation, we welcome the government's decision to ease Aged Care visitor restrictions, in light of the decreased risk of COVID-19 in our community.

It is truly wonderful news for all of our families, friends, residents and staff, particularly as we approach Christmas.

Finally, I would like to thank all families and friends for your ongoing efforts in protecting those in our care against COVID-19. Let's continue working together to keep our residents safe by staying home if unwell, practicing good hand and cough hygiene and maintaining a 1.5m distance wherever possible.

For further advice regarding information contained in this letter, please speak with your home's Director of Nursing.

Thank you for your understanding and please take care during the busy festive season.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Libby Craft', with a stylized, cursive script.

Libby Craft
Chief Executive Officer
UnitingSA