

Guidelines for visiting safely

COVID-19: Visits at all Uniting AgeWell aged care residences in Victoria

Update – Effective 5 March 2021

These guidelines take into account the national Industry Code for Visiting Residential Aged Care Homes during COVID-19, the Victorian Government's Care Facilities Directions as well as Uniting AgeWell's rights, responsibilities and duty of care as an aged care provider.

Visitor screening criteria

You will not be permitted to enter the residential care home if:

- You are undertaking mandatory 14-day self-isolation after returning from overseas;
- You have been in an area identified as medium or high risk for COVID-19 in the previous 14 days;
- You have been in contact with a confirmed or suspected case of COVID-19;
- You have been previously diagnosed with COVID-19;
- You are unwell for any reason, including mild cold and flu symptoms;

Visiting guidelines and precautions

- Visiting hours are available between 10am to 4pm Monday to Friday and 10am to 3pm on weekends without the need for pre-booking.
- While we would prefer visits occur between the above hours, we are able to provide flexibility with visiting times. While we prefer the Residential Services Manager be contacted to arrange visits outside these times, we are happy to facilitate these visits.
- Complete the declaration form and visitor log located at the front entrance.
- A designated member of staff will welcome you at the front entry when you arrive, confirm who you are visiting, screen you for health issues and support you to visit within the guidelines.
- You will be asked to sign a declaration stating that you do not present a risk as per the entry criteria outlined above.
- If you do not meet the entry criteria you will not be permitted to enter. This screening and declaration process will occur each time you visit.
- Visitors will be requested to wear a face mask and enter in a controlled manner. Visitors will be requested to wait outside until the staff member is ready to screen them.
- Visitors are expected to observe social distancing whilst waiting to be screened – there will be markings on the ground to assist with this.

- You will be asked to sanitise your hands upon entry for screening, prior to entering the resident's room and again on exit.
- You must maintain a social distance of 1.5 metres at all times from the resident you are visiting, staff and other residents. For hygiene and infection control reasons, we request that you do not touch any items in the resident's room.
- You must adhere to the density limit signs in the public community spaces within the facility.
- The entry and exit time of all visitors will be recorded; visitors must complete the visitor log.

Please note that visitor access may change if an outbreak occurs within the facility or a declared outbreak has occurred within the local area or if there are other extraordinary circumstances that require it.

Uniting AgeWell's primary concern is always the health and wellbeing of all residents and staff and in maintaining a safe living and work environment for all.

Thank you for your understanding and cooperation.

Andrew Kinnersly
Chief Executive Officer
Uniting AgeWell