

# Guidelines for visiting safely

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

**Update – Effective 2 December 2020**

These guidelines take into account the national Industry Code for Visiting Residential Aged Care Homes during COVID-19, Tasmania's Public Health 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;
- You have not received a current influenza vaccination, where available, cannot show evidence of your vaccination or cannot provide medical evidence that you are unable to receive an influenza vaccination.

### Visiting guidelines and precautions

- Visiting hours are available between 10am to 4pm, Monday to Friday and between 10am to 3pm on Saturday and Sunday, however visiting can occur outside these times if required.
- All visits should be pre-booked. Please contact the Residential Services Manager if you require flexibility with times or visiting arrangements.
- As per Public Health Directions, visitors are not permitted to enter communal areas, but must restrict their visits to the resident's room or outside areas.
- No more than two visitors per resident can visit at any one time. In special circumstances where more than two visitors are required, please contact the Residential Services Manager to make specific arrangements.
- We ask visitors to monitor the duration of their visit to allow us to facilitate spot cleaning of rooms post visit. Please let a staff member know when you leave the facility.
- 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, check your temperature and your influenza vaccination status 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 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. In some circumstances, you may be asked to apply a facemask.
- 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.
- 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**