

## COVID-19 Visitation Plan

### Commencing 11<sup>th</sup> to 24<sup>th</sup> May 2020

If you **feel you need to visit** your loved one at Mareeba Aged Care, the following will apply:

- There will be strict staggered visiting hours Monday 11<sup>th</sup>, Wednesday 13<sup>th</sup> & Friday 15<sup>th</sup> between 1 pm and 3:30 pm by pre-arranged appointment only.
- The following week we will be trialing new staggered appointment times: Tuesday 19<sup>th</sup> 9am-11:30am, Thursday 21<sup>st</sup> 1pm-3:30pm and Saturday 23<sup>rd</sup> 9am am to 11am by pre-arranged appointment only.

*Please call the Admin Team between 8am and 4pm to schedule a time.*

- Only 9 visitors will be allowed in the facility at any one time.
- Visitors must **reside within** our Local Clarence Valley Council Area
- A limitation of **one family member** only for a maximum one hour visit per week, for the first week. (This will allow all residents to have a visit)
- Visits must occur in the resident's room or outside, not in common areas such as the lounge rooms or coffee shop.
- Prior to entry all visitors must undergo a health check and sign a health questionnaire.
- Hand hygiene must be attended before and after visiting the facility.
- Social distancing rules do apply, this includes distancing 1.5 metres from staff, other residents and your loved one.
- All visitors must show proof of a current Flu Vaccination as of 1 May 2020
- Entry to Mareeba on compassionate grounds for unwell or palliative residents has remain unchanged and is reviewed case-by-case.

This plan will be reviewed on 25 May 2020 or if conditions are breached.

*Failure to comply with these requirements presents a **risk we are not willing to accept** for our vulnerable Residents and hardworking staff and will result in you being refused entry to Mareeba.*

Mareeba has a **COVID-19 Response Survey** which we encourage all residents, family and staff to participate in and provide feedback. These are available from the Admin Office.



# Information from the Department of Health

## COVID-19 Fact Sheet

### Should I continue to visit older friends and relatives in RACFs? If you don't absolutely have to visit, please don't.

It's best to keep in touch via phone and video calls, send postcards, photos or artwork, or film short videos to share.

### What else can I do to protect my loved one in aged care?

Even if you are feeling well, it is important to take steps to prevent the spread of this virus. Good hygiene and taking care when interacting with other people is the best defence for you and your family against COVID-19.

Steps you can take include:

- Covering your coughs and sneezes with your elbow or a tissue
- Disposing of tissues immediately after they are used, into a waste bin and washing your hands
- Practising frequent hand hygiene. This means washing your hands often with soap and water, or using an alcohol-based hand sanitiser, including before and after eating, after going to the toilet, and when you have been out in public
- Using alcohol-based hand sanitisers, where available
- Cleaning and disinfecting surfaces you touch regularly
- Keeping a distance of at least 1.5 metres between yourself and others as part of social distancing
- If you are sick, avoiding contact with others.

### I have a relative in a residential aged care facility, can I visit them?

The Australian Government has put restrictions in place to protect residents and workers in residential aged care facilities (RACF).

The following people will not be permitted entry to residential aged care facilities:

- People who have returned from overseas in the last 14 days
- People who have been in contact with a confirmed case of COVID-19 in the last 14 days
- People with fever or symptoms of acute respiratory infection (e.g. cough, sore throat, runny nose, shortness of breath)
- People who do not have an up-to-date (i.e. 2020) influenza vaccination
- Children aged 16 years and under (exemptions can be assessed on a case-by-case basis, for example, where the resident is in palliative care).

Care providers understand the difficulty that these new arrangements will pose for families and should manage cases compassionately, especially when it relates to end-of-life situations, palliative care and dementia units.

### How is it spread?

The infection can spread from person to person through:

- direct contact with droplets from an infected person coughing or sneezing
- touching objects or surfaces (like doorknobs or tables) that have droplets on them from an infected person, and then touching your mouth or face.

People with COVID-19 are infectious from approximately 24 hours before they get symptoms.

### What are the symptoms?

The symptoms of COVID-19 are similar to colds and influenza and can include:

- Fever
- Sore throat
- Cough
- Shortness of breath or difficulty breathing
- Fatigue