

COVID-19 Visitation Plan

Effective 1st October to 14th October 2020

Thank you to all visitors, relatives, contractors and friends who have abided by our visitation plans put in place to keep our residents and staff safe during the pandemic.

The communities of Northern NSW have done an amazing job at keeping COVID-19 out of our homes and lives.

Balancing the risk of an outbreak with the reward of seeing loved ones face to face has been a challenge for all of us.

We will continue to follow the latest Government Gazette **released on the 16th September 2020.**

https://gazette.legislation.nsw.gov.au/so/download.w3p?id=Gazette_2020_2020-214.pdf

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

Face to Face Visits

- Face to face visits will continue on
Monday – PM 1:00, 2:00 & 3:00 pm
Wednesday- AM 9:00, 10:00 & 11:00 am
Friday- AM 9:00, 10:00 & 11:00 am
Saturday- AM 9:00 & 10:00 am **Workers only.**
- Up to **2x Visitors** per resident per booking.
- 1 Hour visit in room. Please arrive and exit on time so you do not cut into the time of the next round of visitors waiting to come in.
- Bookings for visits are made by phoning Admin Monday to Saturday between 9:00 am & 3:00 pm.
- **SPOUSES** may request a longer visit.
- A resident can still have up to 2 face to face visits per week, 1 of which can be scheduled in advance. The 2nd face to face appointment can be made by phoning the afternoon before a visiting day and if a spot is still available, we will book a 2nd visit for you. This allows fairness to all residents and their families in the ability to see their loved ones

Veranda Visits

- Veranda/window visits are available Tuesday & Thursdays each week by appointment. Please contact Admin Monday to Saturday to book & present to Admin prior to your visit.

Video calls

- Via ZOOM or Facetime - will be available. Please contact either the Admin or Leisure and Lifestyle Teams to schedule.

Requirements for ALL VISITORS

- All visitors will be required to complete a health check and complete screening questionnaire. Anyone unwell or a temperature 37.5oC or higher will be denied entry. Screening questionnaire includes travel arrangements and contact with areas listed as a COVID hotspot.
- Hand hygiene, physical distancing to staff and other residents plus respiratory etiquette remain mandatory. Masks are available & provided when required.
- Special requirements for visitors who reside outside the Local Health District (L.H.D). All out of L.H.D visitors need to phone ahead to schedule a visit which will need to be approved by management. ½ hour visit and will need to wear a mask for the duration.
- 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.
- Children under the age of 16 may visit but must be closely supervised.

We will be trialling digital visitor management system in the coming month which will assist us to ease restrictions further pending case numbers.

If you have any concerns or questions, you can contact us by phone 66452966 or email office@mareebaagedcare.com.au to discuss. You can also keep up to date with information via our Facebook page and website: <https://www.mareebaagedcare.com.au>

Thank you for your ongoing vigilance and co-operation in keeping our residents, staff members and their families

Mareeba Management
30th September 2020