

COVID-19 Visitation Plan

Effective 2nd September to 1st October 2020

With cases and hotspots continuing to be on the rise in the wider community, we will be continuing with the same visitor plan details until the 1st October 2020.

Our visitor sign in forms have been updated with a hot-spot screening question. A current list of hot spots (as updated/provided by NSW Health) is available for you to read before answering the question.

The list will likely change as more cases develop and we will continue to update as required. When completing/signing your questionnaire upon entry, you will now be signing in declaration of the existing COVID-related questions and any additional hot-spots as listed.

At this stage we will be scheduling visits 1 week in advance only, in the event there is a significant change in restrictions.

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

- **If you have travelled to/from or have had close contact with someone who has travelled to/from Victoria & the hotspots in QLD or Sydney suburbs/ venues in the last 14 days, you will not be allowed access to Mareeba.**
- The number of face to face visits days and current booking system remains unchanged. Monday-PM, Wednesday- AM and Friday- AM. Please call the Admin Team between 8am and 4pm to make your appointments.
- Maximum 1 hr duration of visit & can occur in private rooms or outdoor veranda areas. **Please remember that if you arrive late, you can only stay for the remainder of the hour that you are booked in for.** Please leave on time so the next round of visitors are able to have their scheduled time.
- **SPOUSES** may stay longer if requested.
- **Veranda/Garden Visits** are welcome. We would asked that you call ahead so we can have your loved one ready and available.
- **Video calls** via ZOOM - will be available Tuesdays and Thursdays. Please contact either the Admin or Leisure and Lifestyle Teams to schedule.
- Number of visitors per area each appointment time will be regulated.
- Hand hygiene, social distancing and respiratory etiquette remain mandatory.
- Health check on entry and anyone unwell or a temperature over 37.5°C will be denied entry.
- 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.

- Special requirements for visitors who reside outside the Local Health District- as per flyer. We request that all out of Local Health District visitors please phone ahead to schedule a visit but remember, this will need to be approved by either our Director or Deputy Director of Nursing.
- 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:
 - Consideration for entry under compassionate ground may be given
 - Veranda visits would be appropriate.

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 safe.



Rachel Bennett
Director of Nursing
2nd September 2020