

# COVID-19 Visitation Plan

## effective 6<sup>th</sup> July to 19<sup>th</sup> July 2020

Firstly, THANK YOU all for your continued support and understanding during these difficult times. We are continuing to be cautious, and to some over-cautious, however this is what we feel is for the best to keep each and all Residents and Staff of Mareeba safe and well.

As most of you would be aware there has been a significant increase in cases in Victoria, therefore the number of face to face visits days will remain unchanged.

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

- **If you have travelled from Melbourne / Victoria, or have had close contact with someone who has travelled from Melbourne / Victoria in the last 14 days, you will not be allowed access to Mareeba.**
- Current booking system remains unchanged. *Please call the Admin Team between 8am and 4pm to make your appointments.*
- Maximum 1 hr duration of visit & occur in private rooms or outdoor veranda areas.
- *We have however we will allow **SPOUSES** who have the early appointments to stay and visit for two hours.*
- **Face to Face** visiting days will continue on Monday-PM, Wednesday– AM and Friday– AM.
- **Veranda 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
- 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.
- Residents will be permitted 2 time allocations per week for alternate family members or spouses.
- Special requirements for visitors who reside outside the Local Health District- as per flyer.
- 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 please contact us to discuss. You can also keep up to date with information via our Facebook page and website: <https://www.mareebaagedcare.com.au>



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