

# COVID-19 VISITOR GUIDELINES

## RESIDENTIAL AGED CARE

**In March 2020, the State Government announced aged care visitor restrictions to help combat the spread of COVID-19 and ensure the safety of elderly residents.**

These restrictions are regularly reviewed and updated, and must be implemented by all Residential Aged Care facilities in South Australia.

This fact sheet outlines the current visitor guidelines in place across UnitingSA's Residential Aged Care homes.

**Please take note of the below visitor guidelines:**

- Visits must be pre-booked ahead of time by phoning your aged care home
- A maximum of two visitors are permitted to visit a resident at one time, per day
- Visits are restricted to immediate family members and support people
- All visits should be limited to a maximum of two hours and occur between 10am and 4pm daily
- Visits must be conducted in a resident's room, outdoors or other designated area (not communal spaces)
- Visitors are asked to practise 'physical distancing', including maintaining a distance of 1.5 metres where possible
- Visitors must provide photo ID and proof of influenza vaccination to enter an aged care facility (babies under six months are exempt)

Discretion will be shown when dealing with family members of residents at end of life. Decisions regarding visitation will be made on a case-by-case basis by the Director of Nursing or Senior Aged Care Manager.

**All visitors to our aged care homes will also continue to undergo COVID-19 screening on arrival at reception, and prior to visiting their loved one.**

This includes temperature checking and a questionnaire regarding COVID-19 risk factors to ensure the following people do not enter our homes:

- Those who have returned from overseas, or been in contact with an international traveller, in the past 14 days
- Those who have been in Victoria in the past 14 days
- Those who have been in contact with a suspected or confirmed case of COVID-19 in the past 14 days
- Those who are waiting to receive COVID-19 test results
- Those with fever and/or symptoms of respiratory infection (i.e. cough, sore throat, shortness of breath)

In line with government advice, large group visits or gatherings will not occur at our aged care homes until further notice.

If family members are unable to visit a resident in one of our aged care homes, we will do our best to ensure they stay in touch. We encourage family members to make phone or video calls, send postcards, photos or letters, and will provide them with support as needed.

Thank you for your continued understanding and cooperation.