



VISITING SOMEONE TODAY?

Coronavirus COVID-19

Information correct as of 18 March 2020, 12:00pm

On 18 March the Federal Government introduced a range of guidelines for aged care, with the intention of keeping residents and staff as safe as possible, and reducing the risk of the spread of COVID-19.

Thank you for your understanding and your patience while we all work together to keep our communities safe. We ask you to please respect the following recommendations on entry to this home.

Helping Hand asks that no unnecessary visitors enter this home until further advice. If it is essential that you visit, when you arrive on site, you will be asked to:

- answer questions about your previous travel arrangements and health
- our staff may ask to take your temperature upon entry
- sign in and out so that we have a record of all people who have had contact with residents or been in the home
- disinfect your hands upon entering the home with the hand sanitiser in the foyer and regularly use the hand sanitisers across the home during your visit
- keep a distance of 1.5m where possible and restrict your visit to the person you are here to see
- keep your visits to one visit per day, with a maximum of two visitors at a time
- keep your visit to a short duration and visit either in the resident's room or outdoors. We encourage you to remain on the premises during your visit and not take residents on outings.
- do not visit with children aged 16 and under. Children are welcome to visit when residents are receiving end of life care.
- only enter the home through the main entrance of the building
- entry to the home will only be between the hours of:
 - Monday to Friday 9am – 8pm
 - Saturday and Sunday 10am – 6pm

If you are unwell, have been travelling overseas in the last 14 days or live with someone who has recently travelled overseas, it is important that you do not visit.

To date there has been no report of COVID-19 at any of our residential care homes and our priority is to protect those in our community who are most vulnerable. Thank you for supporting us keep our community safe and please contact us on 1300 653 600 if you have any concerns.

Chris Stewart
Chief Executive Officer



Helping Hand
new aged care