



## Open with Care

*Helping Hand has introduced the Open with Care program to support the wellbeing of residents, families and loved ones throughout the COVID-19 pandemic.*

*The Open with Care program aims to safely continue visits to residents, recognising the huge value this has for wellbeing. This is a comprehensive new framework which meets current State and Federal Government requirements. Please contact the Residential Services Manager if you would like any further information on the Open with Care program.*

Open with Care provides a new and safe framework to ensure ongoing connection between residents and visitors.

It is flexible, and arrangements for visitors will change depending on the circumstances in any given setting at any given time.

As COVID-19 infections among residents or staff are detected, or cleared, you will be advised as visitor conditions need to move up or down three tiers:

### Green – safe to visit

Visiting hours, the number of visitors on site and the length of time for visits returns to pre-COVID-19 visiting norms. Additional restrictions may occur due to State or Territory health orders.

Visitors who have been fully vaccinated may enter the home following completion of a Screening Declaration. This will include adjustments for local community levels of COVID-19 such as requiring masks to be worn where required by a public health order or recommended to be worn indoors in a local community.

### Orange – access with caution

Reduced visiting hours, accessible areas, and/or limits on the number of visitors may be necessary. Extra requirements, such as requiring a COVID test may be imposed on fully vaccinated people. Alternative ways to connect will be provided to help the resident remain connected.

### Red – no access allowed

Stronger restrictions are necessary. Short-term strict visiting restrictions will apply. Alternative ways to connect will be provided to help residents and families.

