

# How to Organise a Visit to Yallambee Lodge



Commencing 8<sup>th</sup> May 2020 until further notice:

**Face:Face Visiting Hours:** Monday to Friday – 11am to 2pm

Saturday and Sunday 1pm to 3pm

1. All visits are to be pre booked<sup>1</sup> by phoning reception on 02 4349 2301

## In-Room Visiting

2. Only 1 person may visit each resident per week and must remain in the resident's room
3. We prefer the same person to attend for each resident if possible
4. Maximum visit will be 1 hour
5. In exceptional circumstances, such as end of life care, other arrangements may be negotiated with the Care Manager or Facility Manager

## Window Visiting

6. Higher risk relatives will be safer to book 'window visiting'. Not all residents have access to a window or patio, these residents will be able to utilise the meeting room near reception. Higher risk relatives include health care workers, those who work in an area of high contact eg retail grocery stores. An assessment can be made for each individual person.
7. 'Window visiting' is a maximum of 2 people. A minimum distance of 1.5 m must be maintained.

## General Rules

8. Only five visitors will be allowed per hour inside the Lodge and 5 visitors for window visiting.
9. All visitors will need to register on arrival, hand sanitise, pass the temperature check, provide evidence of a current flu vaccination and respond to screening questions. <sup>2</sup>
10. Please arrive slightly before the commencement of the hour, remain 1.5 metres apart at the door, one person will be admitted at a time. Please take care exiting as the next group of people will be arriving.
11. Visiting is in the resident's room or in the Special Care Unit either the resident's room or outside maintaining social distancing.
12. Please try to limit your exposure to the virus if you intend to visit

**Virtual Visits (Video Calls) are encouraged – book through reception on 02 4349 2301**

Monday – Friday 4.00pm – 6.00pm

Saturday/Sunday 11.00am – 12.30am

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<sup>1</sup> External visits may only occur where an individual risk assessment has been completed and specific arrangements made.

<sup>2</sup> More detail is provided Precautions and Visitor risk assessment in the information sheets shared on 7th May 2020

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## Timing of Visits and Facilitated Video Calls

Monday to Friday	Visiting	11am -2pm
Monday to Friday	Video calls	4pm to 6pm
Saturday/Sunday	Video conferencing	11am – 12.30pm
	Visiting	1pm to 3pm

**Length of Visits** Up to 1 hour, unless additional risks are identified

**Visits per Week** 1 per resident unless exceptional circumstances

**Bookings Essential** **Phone reception on 02 4349 2301**

## Precautions

- ✓ Hand sanitiser on arrival and before touching things
- ✓ Temperature check  $\leq 37.5$  degrees
- ✓ Evidence of flu vaccination e.g. medical certificate, Medicare printout
- ✓ Completion of screening questions on entry
- ✓ Access to resident room only (or outside room by exception)
- ✓ Strict physical distancing – remain at least 1.5 m apart with no physical contact
- ✓ Try to limit your community exposure to the virus prior to visiting

We also recommend you download the COVIDSafe App, though this is not mandatory

## Visitor Risk Assessment

*Entry is not permitted if a visitor:*

- X Has a fever – Temperature check  $> 37.5$  degrees
- X Has a respiratory or other infectious illness
- X Has been diagnosed with COVID-19 (until medical certification of full recovery)
- X Has been in contact with someone suspected of or diagnosed with COVID-19
- X Has travelled overseas in the last 14 days
- X Cannot provide evidence of current flu vaccination

*Additional precautions may be required if the visitor*

- Lives in a large household that is actively moving in the community
- Works in a setting where they are exposed to large numbers of people eg health care or grocery store