

# NSW Residential Visitor Guidelines\*

HammondCare recognises the NSW State Government Public Health Order on restrictions for visitors into residential aged care which have recently been updated. Our priority continues to be the health and well-being of those most vulnerable in our community.

HammondCare requires your support and compliance with all visitor procedures below. We also ask that you share this with any other people who may also wish to visit.



Visitors who have travelled from Victoria in the last 14 days will not be allowed to enter the care home.



**There is no time limit on the duration of visits.** The care home will maintain the existing **concierge hours and your visit must start during these hours.** These times are outlined on the posters at the front of the care home.



Visits must take place in the resident's room or in an outside space.



Social distancing practices must be followed by keeping a minimum of 1.5m away from the resident, staff and other people in the care home and surrounding areas.



Follow all hygiene protocols in place within the care home. Wash or sanitise your hands at entry and before leaving the care home. Cough or sneeze into the crook of your arm. Dispose of any used tissues and wash your hands afterwards.



**The Influenza Vaccination is mandatory for all people visiting an aged care home. This includes children under the age of 16 accompanying an adult.** Every time you visit, you must show Proof of Vaccination which includes your name, the date, vaccination type and batch number. **If any visitor does not have Proof of Vaccination with them, they will be kindly asked to leave the home.**

Please note that your record for vaccinations can be found online via MyGov. Please go to the following website for more information: <https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>

HammondCare staff are following best-practice procedures to protect not only your loved one, but all other residents and staff within the home. It is important that you comply with all staff directions at any time while on site. **Our team is here to help** - abusive or threatening language towards staff will not be tolerated.

If you have any concerns or feedback, please contact us on [feedback@hammond.com.au](mailto:feedback@hammond.com.au) or call **1300 426 666** or speak with the local Residential Manager.

\* Visiting restrictions subject to change without notice.