

NSW Residential Visitor Guidelines*

Northern Area of the Northern Beaches, City of Wollongong, Cumberland City Council or the Canterbury Ward of Canterbury Bankstown Council, **Mr Druitt** (suburb) and **Rooty Hill** (suburb) have been added to the restricted Local Government Areas.

If you live in any of these areas, you will not be able to enter a residential aged care home.

HammondCare Horsley is currently closed to visitors.

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 attended NSW 'Case Locations' venues on the listed dates cannot enter a HammondCare residential aged care home until 14 days after they last attended the venue and have no COVID-19 symptoms. These Case Locations can be found here: www.nsw.gov.au/covid-19/latest-news-and-updates



Care homes in NSW can welcome one visitor at a time, per resident, with a maximum of two visitors per day, each visit can be for two hours. Larger care homes (e.g. Bond House or Leighton Lodge) can welcome two visitors at a time per resident, with a maximum two hours per visit. Check with the local manager if you're unsure on the number of visitors. A child under the age of 16 can accompany an adult visitor.



Visits must start during Concierge hours so we can maintain our centralised screening processes.



All visitors must wear a face mask whilst in a residential aged care home. Please bring a mask with you.



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.



There is no longer a requirement for visitors to have an Influenza Vaccination.

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. The health and wellbeing of those most vulnerable in our community continues to be our priority, and these restrictions will be revised following further advice from NSW Health.

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

* Visiting restrictions subject to change without notice.