

NSW Residential Visitor Guidelines*

HammondCare requires your support and compliance with all visitor procedures below. These visitor guidelines apply to fully vaccinated people over 12 years of age.



Visitors who have Covid-19 symptoms, have been directed to self-isolate or are waiting on a Covid-19 test result cannot enter aged care facilities. Visitors who in the past 14 days, have tested positive to Covid-19, been a close contact of a Covid-19 case or arrived from overseas, cannot enter high risk settings, including aged care facilities. *Completed isolation and negative testing requirements for international arrivals may allow entry after 7 days from arrival into NSW if fully vaccinated.*



Care homes can welcome **two fully vaccinated visitors** per day per resident **plus two children** under the age of 12. There are no limits on arrival time or duration of a visit.



All visitors must show evidence of their QR code “check in” via the Service NSW app and answer NSW Health screening questions on the paper ‘visitor register’ prior to entry.



All visitors aged 12 years and over must have received two doses of a COVID-19 vaccine at least 14 days prior to their visit.



Surgical masks as a minimum must be worn while in the care home. Please bring a surgical mask with you when you visit.



You may be required to wear additional PPE for your visit depending on COVID-19 exposure and outbreaks. Please refer to the poster below and seek confirmation from the home you wish to visit if you have any questions or concerns.



Visits must take place in the resident’s room or an outdoor area.



There are no set times in which visitors must arrive and no limit on the length of a visit.



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



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.

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 support@hammond.com.au or call **1800 776 112** or speak with the local Residential Manager.

PPE requirements for residential care

Exposure = A staff member or visitor has been identified as a possible source of infection and extra precautions are being taken to protect staff, residents and families in this time.

Outbreak = Multiple residents, staff or visitors have tested positive to COVID-19 and increased PPE and cleaning practices have been implemented to reduce the spread of infection.

	Hand Hygiene 	Surgical Mask 	P2/N95 Respirator 	Eye Protection 	Isolation Gown 	Gloves 
PPE IN NON-EXPOSURE						
PPE IN COVID-19 EXPOSURE						
PPE IN COVID-19 OUTBREAK						

PPE requirements may change depending on Covid-19 exposure – please refer to the table above and seek confirmation from the facility you wish to visit, if you have any concerns.