

VIC Residential Visitor Guidelines*

HammondCare requires your support and compliance with all visitor procedures below.



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 7 days, have tested positive to Covid-19 or have become a 'close contact' of a confirmed or probable positive Covid-19 case, cannot enter aged care facilities.



Care homes can welcome **EITHER FIVE visitors per resident, per day (including dependents)**, if prior to entering the home, visitors can provide evidence of negative PCR test result from within 24 hours OR return a negative Rapid Antigen Test result on the same day as the visit. If visitors are unable to provide evidence of the negative Covid-19 test result required, visitor numbers are limited to **TWO visitors per day, per resident**.



Surgical masks as a minimum must be worn while in the care home. Please bring a surgical mask with you when you visit. PPE requirements may change depending on the level of Covid-19 exposure. Please seek confirmation from the facility you wish to visit, prior to arrival if you have any concerns.



Visits should take place outdoors, in the resident room or in specific areas rather than communal areas with other residents. Indoor visits should occur in well ventilated areas.



There are no set times in which visitors must arrive and no time 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 within the care home by washing or sanitising your hands on arrival and departure. 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 Vic 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.

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.