



VIC Residential Visitor Guidelines*

HammondCare residential care homes in Melbourne are opening to visitors under the following guidelines. HammondCare's priority continues to be the health and well-being of residents in our care and we are grateful for your continued partnership and understanding.

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 Victorian Case Locations and Outbreaks 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: <https://www.dhhs.vic.gov.au/case-locations-and-outbreaks>



Care homes in Victoria are **currently closed to visitors**.



Masks must be worn while in the care home. Please bring a mask with you when you visit.



Visits must commence during visiting hours. These times are outlined on the poster 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.

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 or call **1300 426 666** or speak with the local Residential Manager.