

VIC Residential Visitor Guidelines*

In light of the Victorian Premier's 7 July announcement of strict 'Stay at Home' restrictions across Melbourne, visitors will only be able to visit HammondCare Caulfield with prior approval.

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 must comply with the Victorian Government's Stay At Home orders and may only leave their home for one of the permitted reasons.



Each resident can only have **one visitor at a time, once a day.**



The care home can only accommodate visits **during visiting hours.** These times are outlined on the poster at the front of the care home. Visits must be kept to a short period of no longer than **one hour.**



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

* Visiting restrictions subject to change without notice.