

Partnering in Care Visitor Guidelines*

These Visitor Guidelines apply when a service is closed to general visitors but remains open for visitors who have successfully completed both parts of the Partnering in Care program. This includes both the online program and follow up specialist workshop.

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



Visitors who have attended 'Hot Spot' 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 Hot Spots can be found here: www.nsw.gov.au/covid-19/latest-news-and-updates and <https://www.dhhs.vic.gov.au/case-locations-and-outbreaks>.



Care homes can welcome **one visitor each day for each resident, for a maximum of one hour**. Unfortunately children under the age of 16 are not allowed in the care home during a closure. Everyone 16 years and over can complete the program.



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



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



Visits must take place **ONLY** in the residents room.



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.



It is a requirement to show evidence of receiving the 2021 Influenza Vaccine (until 30 Sept) and fully vaccinated against COVID-19 to enter a NSW Residential Aged Care Home.

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 and DHHS in Victoria.

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.