



COVID-19 Visitor Policy – V3 18th July 2020

The Palms is currently closed to the public and is restricting access to our premises to protect our vulnerable residents from COVID-19.

Wherever possible you should investigate other options to maintain contact with residents such as phone or video calls. We will assist you as much as possible to support these options.

If you wish to visit a resident in person, you must make an appointment and meet the following conditions:

- You are someone who provides close health and social support to the resident eg: family, close friend, health professional, or advocate.
- You do not have a temperature of 37.5 degrees or higher or unwell in the past 14 days
- You have not been in Victoria, or in contact with anyone who has been in Victoria in the last 14 days
- You have not been in any of the known cluster venues listed by NSW Health
- Depending on your residential address, you may be required to wear a mask whilst on site
- You do not have any respiratory symptoms (even mild) or been in contact with anyone who is unwell
- You have not been in contact with a known case of COVID-19
- You have evidence of the 2020 Influenza Vaccination
- You meet screening requirements on arrival and practice hand hygiene and social distancing (minimum 1.5m) throughout the visit
- You accept supervision, and follow all directions, from staff during the visit

Visits are limited to:

- A maximum of two visitors at one time per resident
- Visits may be in a resident's *single* room or the visitor pods in our basement
- Time limitations have eased for visits, these will need to be subject to individual circumstances.

The Palms Aged Care Pty Ltd

454 President Ave Kirrawee, NSW 2232

Ph: (02) 9521 2963 Fx: (02) 9521 5885



- No visitors are permitted in communal resident areas
- All visitors (including children) must show evidence of the 2020 flu vaccination
- All visitors must practice physical distancing, staying 1.5m away from other people whenever possible.

Priority will be given to end-of-life visits, residents who are living with severe dementia, residents who enjoyed a highly frequent visitor support immediately prior to 18th March, 2020 & residents who are having birthdays. *To make a booking please contact Robyn on 9521 2963 between 9am and 4pm Monday to Friday.* As booking times are limited your patience and cooperation with our team is vital as we coordinate this approach.

- All visitors will be required to sign a declaration and have their temperature tested each time you visit
- Visitors will be greeted by a staff member and screened upon arrival. Visitors will be escorted to the designated visiting area
- We are promoting and supporting virtual visits between 09.30am and 11.30am Monday to Friday (these are extended during a preventative lockdown)
- Whilst it is not compulsory, we highly recommend the download of the COVIDSafe app

We will continue to monitor the local risk environment and reserve the right to return to a higher level of protection without notice for example if we have an outbreak or identify a cluster in the local community. We are committed to adjusting our precautions to ensure they are proportionate to the risk, and to applying our Visitor Policy with compassion.

*The Director of Nursing may authorise exceptions to any duration and frequency limits for end-of-life visits provided each visitor spends less than a cumulative 2 hours in the building each visit.

Authorised by Lillian Stockall, Director of Nursing

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