






Visitor Entry Protocol

Guide to Visiting Our Home

Public health orders and directives exist in NSW and QLD which regulate access for visitors entering or remaining on the premises of a residential aged care Home.

Health advice changes quickly however there are common questions relevant at all times. The current directions apply for all visitors to enter CHL aged care Homes:

- Please make an appointment with reception prior to your visit. The booking system helps us manage the screening process in a COVID safe way
- All entrants are required to complete screening questions using the [SinePro digital check in](#)
- Currently, homes in Queensland are required to check in using the QLD Government QR Code
- All visitors must be fully vaccinated for COVID-19
- A rapid antigen testing (RAT) is required prior to visiting in the Home
- Requirements for RAT testing will change as community infection rates decrease
- A temperature check is required in the entry area to confirm it is below 37.5 °C.
- You will confirm the following does not apply to you and sign via SINE Pro:

	Are you currently, or within the last 7 days have you been, unwell or have you had any of the following: fever, night sweats or chills, cough, runny nose, sore or scratchy throat and/or shortness of breath?
	Have you returned from overseas, been on a cruise ship or travelled to any of the identified high surveillance areas in the last 14 days?
	Have you been diagnosed with COVID-19 in the last 14 days?
	Are you awaiting test results for COVID-19?
	Have you been in close contact with, or live with, someone who has been diagnosed with COVID-19 in the last 14 days, or who is awaiting test results for COVID-19?










Unfortunately, if you respond “yes” to any of the screening questions and/or do not meet the entry criteria, you will be asked to visit another time.

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Visitation Guide

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During your visit, you agree to do the following for the protection of our residents and employees. If any questions regarding the below, please contact the Residential Manager.

CHL Tier by Home	Tier 0	Tier 1	Tier 2
	Visitors are required to make an appointment with reception prior to the visit.		
	<u>Named Essential Carer</u> visits only.	<u>2</u> fully vaccinated visitors 12 and over, plus <u>1 child</u> under 12 per day. Children under 12 need to risk assess. Children under 5 must have a RAT test offsite prior to arrival.	<u>2</u> fully vaccinated visitors 12 and over, plus <u>2 children</u> under 12 per day. Children under 12 need to risk assess. Children under 5 must have a RAT test offsite prior to arrival.
	Resident's room. Window or video visits.	Outdoor area or a designated area. Resident's room if above not suitable.	Resident's room or outdoor area. No visit in the indoor communal areas.
	<u>Onsite Visit:</u> Gown, N95 Mask, Protective Eyewear, & Gloves. <u>Window Visit:</u> Surgical Mask.	<u>Onsite Visit:</u> Surgical Mask	<u>Onsite Visit:</u> Surgical Mask
	Visitors are required to adhere social distancing requirements. Observe <u>social distancing</u> during your visit, including staying 1.5m away from people.		
	Use <u>good personal hygiene</u> during your visit, including frequent hand washing and only coughing or sneezing into a tissue or your elbow.		
	Limit your movement within the Home and proceed <u>from entry directly to the room of the resident you are visiting.</u>		
	Move directly to the exit at the end of your visit.		
	Notify the Residential Manager of the Home if you develop a fever, or otherwise feel unwell, in the <u>48 hours</u> following your visit.		

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