





# 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 for **Tier 0 and Tier 1** Homes. 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](#)
- Unvaccinated visitors are allowed
- Visitors are **strongly encouraged** to have a **booster** and **influenza** vaccine
- A rapid antigen test (RAT) is required prior to visiting in the Home
- Requirements for RAT testing will change as community infection rates decrease
- 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 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 discuss this with staff and may need to visit another time.

# Visitor Entry Protocol

## Visitation Guide

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

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

CHL Tier by Home	Tier 0	Tier 1	Tier 2
	Visitors are encouraged to make an appointment with reception prior to the visit.		No need to make an appointment.
	<p><u>One essential</u> care visitor allowed per day. (Unvaccinated allowed)</p> <p>End of Life visits are allowed and fully supported.</p>	<p><u>2 visitors</u> 12 years and over (unvaccinated allowed), plus <u>2 children</u> under 12 years allowed per day. RAT before entry. No restrictions for Resident's who are at end of their life.</p>	No restrictions on the number of visitors per day.
		<p>Children under 12 years old do not need a RAT. Please take a photo of the result with date stamp.</p>	Children under 12 years old do not need a RAT. Please take a photo of the result with date stamp.
	Visit in Resident's room only Window or video visits for non-essential visitors.	Visit in Resident's room or an outdoor area or a designated area. No visits in indoor communal areas.	Visit in Resident's room or an outdoor area or a designated area. No visits in indoor communal areas.
	<p><u>Onsite Visit:</u> Gown, N95 Mask/ Particulate Filter Respirators (PFR), Protective Eyewear, &amp; Gloves. <b>Completion of the Outbreak Visitation Program.</b></p> <p><u>Window Visit:</u> Surgical Mask</p>	<p><u>Onsite Visit:</u> Surgical Mask</p> <p>Under 12 years old do not wear a mask.</p> <p><b><u>Wearing a mask for duration of visit is mandatory.</u></b></p>	<p><u>Onsite Visit:</u> Surgical Mask</p> <p>Under 12 years old do not wear a mask.</p> <p><b><u>Wearing a mask for duration of visit is mandatory.</u></b></p>
	Visitors are required to adhere social distancing requirements. Observe <u>social distancing</u> during your visit, 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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