



Coronavirus disease 2019 (COVID-19)

General Communication

Dear Residents, families and representatives and staff of Yallambee,

Visiting care facilities - regional Victoria

We need to clarify to our residents and families that the restrictions to visiting aged care facilities remain in place across the whole of Victoria even though regional Victoria is now out of lockdown. If our home is found to be in breach of the Chief Health Officers directives, we will face significant consequences that would greatly impact our home.

Due to overwhelming requests to visit throughout the daily from multiple family members and friends we need to advise that the following will now be in place to minimise any confusion and to ensure that we are abiding by the strict limitations that are in place for visiting.

We understand that our residents and families may have been receiving inconsistent messaging from internal and external communications around visiting and we apologise for any distress or confusion caused and we now wish to clarify.

We will only accept requests for visits 48 hours in advance, this must be done between the hours of 8am – 4pm on weekdays only. You will receive a response to your request by 4pm that day.

We will only approve requests for visits

- From a spouse, child, sibling or nominated representative
- Two visitors only will be able to attend the home during restrictions if they receive approval– these need to be decided on by the nominated representative
- Only one visit per day – maximum of two visitors at any time (under exceptional circumstances) – this is during business hours and must be pre-approved and booked in.
- If your loved one requires a visit for the excepted reasons in the afterhours or on weekends, the Registered Nurse in charge will contact the nominated representative and arrange a time to visit.
- Those nominated representatives who provided essential daily care and support prior to the restrictions will be pre-approved for ongoing visits.
- No children under 16 will be allowed to visit unless End of Life and they meet the criteria.

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What are the rules for an end-of-life visit or where the resident is ill with a life-threatening condition? **The following restrictions apply for visiting a resident with a life-threatening condition or for end-of-life purposes:**

- Up to two visitors at a time.
- Do not have to be from the same household.
- No time limits.
- No specified purpose required.
- A group may exceed the “two visitors at a time” rule if dependants of a visitor are in the group and care for the dependants cannot be arranged.
- No daily limit on the number of visitors.
- You must wear a face mask.

We are unable to allow more than two people at a time to visit residents who are on End of Life care, our staff are unable to accommodate any requests for an exemption to this ruling. Our staff will only allow two visitors at a time to enter our home at the same time and they must exit the building before we can allow an additional party of two to enter the home.

We do request that you book in via our reception desk, all visitors must be screened in each time they enter the building – in the after-hours this must be undertaken by the nursing staff.

Who can visit people in care facilities?

No visitors are permitted at care facilities, unless an excepted reason.

You may only visit a care facility for the following excepted reasons:

- for providing care and support for the resident’s physical or emotional wellbeing (including mental health supports and support for people living with dementia). This may include a person who is visiting to prevent harm to a person’s mental or emotional health due to social isolation.
- if the resident is under 18 years of age – you are a parent, guardian or temporary carer of that resident
- as a nominated person under the Mental Health Act 2014



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- for providing interpreter or informal language support to enable the care team to provide care
- for learning to support a resident's care upon discharge
- for providing end-of-life support to a resident of the facility (subject to visitor limits).

Despite these exceptions, you will not be allowed to visit a care facility if you:

- are awaiting a COVID-19 test result (unless you are being tested in accordance with the Surveillance Testing Industry List and Requirements)
- are unwell with any symptoms of COVID-19 or have a temperature of 37.5 degrees Celsius or higher, or any symptoms of a fever such as night sweats or chills
- have arrived in Australia within the last 14 days, unless you have come from a green travel zone via a 'quarantine-free flight'
- have had known contact in the past 14 days with a person who was a confirmed case of COVID-19, or are self-isolating and do not yet have clearance to exit
- have visited a Tier 1 exposure site and have been advised to immediately isolate, get a COVID-19 test, and remain isolated for 14 days.
- are self-isolating and do not yet have clearance to exit
- are under 16 years, unless you are providing end of life support for a resident and:
 - you are a child, grandchild, sibling, or have a kinship relation to the resident; or
 - you are a child or dependant of a permitted visitor and the visitor cannot access alternative care arrangements; or
 - you have permission from the care facility and the Chief Health Officer.

Any visitors who have visited a Tier 2 exposure site should not visit until they return a negative result for COVID-19. They should isolate until they receive their negative result. For more information visit [Case alerts – public exposure sites](#).

Kind regards

Jackie Northe
Customer Services Manager
13 August 2021

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