

Frequently Asked Questions for Adventist Senior Living Residential Aged Care Facilities

The following questions are based on questions people have asked regarding visitation during COVID-19. If you have a question that is not answered in this list please send your question to pandemicquestions@adventistseniorliving.com.au

How do I know if the residential aged care facility is open for visitation?

Please check the Adventist Senior Living COVID-19 website page or email pandemicquestions@adventistseniorliving.com.au

How long will these new measures and visitor restrictions be in place?

Until further notice.

I have an exemption under 7B of the visitor Code of Practice, is this going to affect my visitation?

No. All current exemptions under 7B of the visitor Code of Practice will remain in place. If you have any queries in relation to your exemption please email pandemicquestions@adventistseniorliving.com.au

What will I be screened for when I come to visit the facility?

All visitors at every visit will be screened before they are allowed to enter our facilities as follows:

- Your name, address and contact details
- Vaccination
- Temperature
- If you have been in contact with a confirmed or suspect case of COVID-19
- If you have been in contact with someone who is currently unwell
- If you have cold symptoms such as runny nose, sore throat or cough
- If you have been to a COVID-19 hotspot i.e. South Australia, overseas, any other area that has active COVID-19 cases. For information about these hotspots check the NSW Health website <https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>

What happens if I answer yes to any of the declaration questions?

You will not be permitted to enter the facility.

Do I have to be vaccinated for Influenza in order to visit my loved one?

Yes. All visitors must be vaccinated before entering any aged care facility. **No vaccination, no visit.**

Do I need to show proof of my vaccination?

Yes. Staff need to sight your vaccination certificate from a Health Care Practitioner or place of vaccination.

Do I need to provide this certificate for every visit?

No. Once staff have recorded this certificate, it is then kept on file by Adventist Senior Living and referred to at each visit.

Why are staff checking my temperature at every visit?

Strict protocols are in place to ensure your loved ones are kept safe. This includes recording your temperature at every visit.

What is the maximum temperature a visitor can have before they are unable to visit?

Your temperature must be below 37.0 or you will be denied entry to the facility

Why do I have to complete a declaration at every visit?

To minimise the risk of COVID-19 in our facility and help our staff provide the best care for your loved ones. The declaration questions have been provided by the Australian Government Department of Health.

Are all my recorded details confidential?

Yes. Your details remain confidential and are only used by Adventist Senior Living for contact tracing purpose in the event of a COVID-19 outbreak.

Do I need to make an appointment or advise staff that I am intending on visiting?

No. You do not need to make an appointment.

How long can I visit with a resident in our facilities?

You are able to stay with your loved one for as long or for as little as you like providing it is within the hours of 10am to 4pm Monday to Friday.

Who can I visit while I am at the facility?

You may only register to visit one person per day. You may only visit the person you are registered to visit. **You cannot see multiple residents when visiting.**

How many people can visit a resident at one time?

There is a maximum of 2 visitors per resident

Example: if you and another person are visiting and third person arrives, the third visitor will be asked to wait at our reception waiting area until one visitor leaves.

Are children permitted to enter the Residential Aged Care facility?

Yes. Children of all ages are permitted to enter the aged Care Facility but they must be vaccinated for influenza. **No vaccination, no visit.** Children must be supervised at all times or will be asked to leave.

Do I need to bring my child's vaccination records?

Yes, the same requirements apply to all children as for adults.

Do I need to social distance while visiting?

Yes, strict social distancing and hygiene must be observed at all times. This applies to all rooms, single or shared. 1.5 meters social distance should be strictly observed at all times. This also means no hugging or kissing residents.

Are any other service providers able to enter the residential aged care facility?

Yes. Other services such as hairdressers, diversional therapists and allied health professionals will be permitted to enter the Residential Aged Care facilities where their services cannot be provided via telehealth or other models of care, **provided they meet visitor screening requirements prior to entry.**

Where can the visit take place?

All visits to residents must take place in the resident room or outdoors weather permitting. If you wish to take a resident for a walk or into the garden you must complete a Day Excursion Risk Assessment form prior to the visit.

Can I stop at or take my visitor out to the communal area when I visit?

No. These communal areas are for residents use only. This includes the Chapel, Activities rooms and Balconies and Verandahs.

Are residents allowed to leave the residential aged care facility?

Yes. Residents will be permitted to leave the facility to attend small family gatherings of approximately 10 people and excursions including overnight visits with family provided that:

- A risk assessment form is submitted at least 48 hours prior to the visit or excursion
- if people will be present who are from overseas, Victoria or other known COVID-19 Hotspots that you not include our resident in the gathering.
- You provide details of the location, number of people attending and the feasibility of physical distancing.

This is in line with Australian Department of Health directives. ***Strict social distancing and hygiene measures should be adhered to at all times during the visit.***

How do I obtain the risk assessment form for my loved one to leave the facility and when is it required?

You can obtain the form by sending your details to pandemicquestions@adventistseniorliving.com.au or you can pick one up from the reception area. The form must be returned to the email provided or dropped back to our reception area. We require the form at least 48 hours prior to the event. The form will be assessed by our Care staff, to ensure we can make the best decision for our resident and your loved one.

Can Adventist Senior Living deny my request for a resident to leave the facility?

Yes. In the event a facility needs to return to a higher level of protection (for example, an outbreak of COVID-19 or local cluster in the community, Adventist Senior Living reserves the right to place further restrictions on visitation.

Can residents attend external appointments?

- Residents who have external appointments are to make arrangements with the Registered Nurse.

- If you are making an appointment for your loved one, we ask you to request the following:
 - Request the first appointment of the day
 - Refrain from using the waiting room if at all possible (this may mean advising reception staff you are sitting in your car until they can call you)
 - Maintain social distancing
 - Exercise appropriate hand hygiene (ASL are able to supply you with a small hand sanitizer to help with this)
 - Ensure the place of appointment meets COVID safe requirements and practices

Can residents go on bus trips or group outings?

Yes. Resident bus trips have resumed. Our bus trip cohort plan to ensure social distancing is maintained on bus trips is in place.

Can a resident go out for an excursion/day visit if their family member is not vaccinated?

Yes, but only if the resident consents. Please complete a Day Excursion Risk Assessment form. The unvaccinated person will not be able to come into the building but staff can assist the resident getting out of the building. Strict social distancing, no hugging or kissing, hand hygiene and wearing of a face mask must be practiced during the visit. Please respect the resident choice if they do not wish to go.

Who do I contact if I have further questions?

Please call Adventist Senior Living on 4977 0000 or send any query to pandemicquestions@adventistseniorliving.com.au

Where can I find a copy of the current NSW Health visitation guidelines?

Visit the following website:

<https://www.health.gov.au/news/announcements/aged-care-visitor-access-code>