



## Information for visitors to UPA, 25 June 2020

NSW has successfully managed to keep Covid19 cases to very low levels. Everyone's ongoing commitment to public safety by adhering to social distancing and health hygiene rules is working.

However, with the outbreak of cases in Victoria, we are reminded of the need to be careful, particularly for those who are vulnerable.

The NSW Government announced new rules relating to aged care facilities (22 June 2020 COVID-19 Residential Aged Care Facilities). These include:

- A visit may be made to a resident of a residential aged care facility by no more than two persons together for the purposes of providing care and support to the resident.
- A person who is aged under 16 years may visit the residential care facility provided they meet the entry criteria including an up to date vaccination against influenza.

Additionally, UPA is strictly adhering to the following visiting protocols:

- For regular visitors during the week, two people together can visit without an appointment.
- For all occasional visitors UPA requests visits are made by appointment during visiting hours; please call ahead and check with your home.
- All weekend visits are made by appointment only.
- When booking an appointment, several questions will be asked to assess the level of risk and whether precautions required.
- UPA requires that prior to entering the home the screening questionnaire is completed.
- Social distancing (1.5 m) is to be practised.
- Hand hygiene to be maintained before and after visits.
- Visits will be in the resident's room, outdoor areas or as directed by the staff.
- Visitors are not allowed to sit and chat with other residents when on site.
- If you have any queries or special arrangements please contact the Care Manager.

The NSW Order also affirms that a person **must not** enter or remain on the premises of a residential aged care facility during the relevant period if:

- They have arrived in Australia from a place outside Australia in the past 14 days
- They have travelled from Melbourne in the past 14 days
- The person had known contact with a person who has a confirmed case of COVID-19
- The person has a temperature higher than 37.5 degrees or symptoms of acute respiratory infection,
- They do not have an up-to-date vaccination against influenza and can show a relevant and certified account of that vaccination by an authorised medical professional.

Once again, we thank you for your understanding and your adherence to these rules in order to keep UPA homes free of COVID19.

Yours sincerely,

Steve Walkerden  
General Manager