

Memo to the Caringa community from the Chief Executive Officer

Caringa Australia Ltd – Guidelines for visitors to clients in Supported Independent

Living Shared Homes **V.2 dated 11 May 2020**

With the easing of public movement in relation to Health Order restrictions in NSW commencing 2 May 2020 and in keeping with current health advice, Caringa has reviewed its current practices about visitors to Supported Independent Living (SIL) homes balancing its duty of care against a client's dignity of risk.

Caringa encourages all staff, clients and especially visitors to Caringa clients to download the CovidSafe App onto your smart phone device. Caringa can assist you, if required. **This assists with contact tracing in the event of an infection and helps to keep visitors, their loved ones, their housemates and Caringa staff safe.**

The COVID19 situation remains fluid and Caringa will remain agile and in response to current government and health advice in order to maintain the health and safety of our clients and our workforce. Please note that this is a living document and will be versioned as denoted by V.1, V.2 etc and the date. **The latest versioned and dated document supersedes and replaces all previous documents.** Accordingly, these guidelines may change without notice in response to current advice, recent experience and/or emergency.

For visitors

- As people with disability, especially those in shared residential arrangements, are deemed vulnerable, we ask that you carefully consider any visit to Caringa residence in line with all current government and health guidelines and requirements.
- If you are over 65 years of age, current health advice is that you stay home and stay safe as you too are particularly vulnerable to COVID19.
- Should you wish to visit, **Caringa is implementing visitation guidelines in keeping with the Australian Chief Health Officer's recommendations for visits to residential aged care. This is in recognition of the vulnerability of people with disability in group homes.**

Conditions of entry

- A maximum of two visitors at one time per day of no more than 30 minutes in duration.
 - Visits are **only by appointment and must be made with the Team Leader NOT directly with the house.**
 - Anyone who has been overseas in the past two weeks, in contact with someone who has coronavirus or has respiratory information symptoms will be unable to visit.
 - Anyone who has not had the annual flu vaccination will be unable to visit. An exception to this is if you are under medical advice not to obtain the flu vaccination and you inform us or have already informed us of this.
- Visitors will be required to agree the following entry protocols beforehand in order to keep all residents and Caringa staff safe and well:
 - Consent to have their temperature scanned before entry to the house.

- Implement hand hygiene with soap and water upon entry and before exit.
- Consent to wear a disposable mask (supplied by Caringa) so you do not introduce droplets into the environment.
- Maintain the 1.5m physical distance at all times.
- Sign an acknowledgement of visit, which will include a statement that you understand that there is a risk of being infected as a result of your visit and you agree to take this risk.
- Treat staff on shift with dignity and respect, and comply with their requests, especially when they advise you the visit is over

For staff:

- Thank you for all you have been doing and continue to do to keep clients happy, well and safe.
- Family visit time is short and precious so please do not over engage with them in order to maximise their time with their loved one. Minimising contact with visitors and visitor time in the house keeps everyone safe, including you.
- Weather permitting, visits should be encouraged to occur outdoors in the garden..
- Visits must never occur within indoor communal areas.
- Provide privacy for the client and family to enjoy their time together.
- Undertake pre-visit cleaning and post-visit cleaning.
- Ensure the entry protocol is followed: temperature scan, hand hygiene, provision of mask, reminder about physical distancing and timing of visit.

In closing, I reiterate that these guidelines may change without notice in response to current advice, experience and/or emergency.

Yours sincerely,



Rachel Choy
Chief Executive Officer.