



**BEECHWORTH
HEALTH SERVICE**

Visitor Guidelines – as of 8 December 2022

BHS remains committed to visitations and recognised visiting is an important element of wellbeing and recovery.

Visitor guidelines remain in place for the entire health service to protect the health and safety of the patients, residents, clients and staff at the health service. Visitor guidelines for BHS are reviewed in conjunction with the relevant Residential Aged Care and hospital guidelines. These guidelines are subject to change and are continually reviewed.

Visitors with a positive COVID-19 diagnosis or are a social or household contact of a person with COVID-19 in the previous 7 days are not permitted entry to BHS.

Visitors **must not enter** the health service if they are feeling unwell. Unwell includes but is not limited to cold or flu like symptoms, fever or gastrointestinal symptoms or COVID – 19 symptoms.

VISITOR NUMBERS

The following visitor limits apply:

STRINGY BARK LODGE	<ul style="list-style-type: none"> ▪ Maximum 2 visitors per day
	<ul style="list-style-type: none"> ▪ Visitors must provide evidence of a negative RAT before entry ▪ Wear eye protection supplied by BHS
	<ul style="list-style-type: none"> ▪ Visitors for end of life care are to be discussed with Nurse Unit Manager (NUM)
ACACIAS	<ul style="list-style-type: none"> ▪ Unlimited visitors per day, a maximum of five (5) visitors at a time
	<ul style="list-style-type: none"> ▪ Visitors must provide evidence of a negative RAT before entry
	<ul style="list-style-type: none"> ▪ Visitors for end of life care are to be discussed with Nurse Unit Manager (NUM)
ACUTE CARE	<ul style="list-style-type: none"> ▪ Unlimited visitors per day, a maximum of two (2) visitors at a time
	<ul style="list-style-type: none"> ▪ Visitors for end of life care are to be discussed with Nurse Unit Manager (NUM)

ENTRY REQUIREMENTS

All visitors will:

SITE WIDE	<ul style="list-style-type: none"> ▪ Undertake a Rapid Antigen Test (RAT) and must be negative before entering. All visitors aged 5+years are required to complete a RAT prior to entering the health service ▪ Complete the BHS attestation and the check-in via the loop learn kiosk or manual sign in sheet prior upon entering any facility ▪ Wear a properly fitted N95 mask at all times whilst on site and follow the policies and rules set by BHS. Masks are provided by BHS. ▪ Wear eye protection supplied by BHS ▪ Practice physical distancing of 1.5m at all times
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	<ul style="list-style-type: none">▪ Perform hand hygiene with either alcohol-based hand rub or soap and hot water at a minimum when entering the health service and entering/leaving a room▪ Visit in the resident / patient room or outside in the garden▪ Attest they are well to enter the health service
Residential Aged Care (RAC)	<ul style="list-style-type: none">▪ Present to nurses' station upon arrival to the unit you are visiting so staff know you have arrived. Visitors are required to notify staff of arrival prior to entering a resident room
ACUTE CARE	<ul style="list-style-type: none">▪ Present to nurses' station upon arrival. Visitors are required to notify staff of arrival prior to entering a patient room
	<ul style="list-style-type: none">▪ Be limited to two (2) visitors at any time

ADDITIONAL GUIDELINES

- **Visitations are by prior appointment.** To make an appointment call reception on 03 5728 0200
- Visiting hours are between **10am-4pm** each day
- Visitations outside of the allocated times, must be negotiated with Nurse Unit Manager (NUM) or Afterhours Director of Nursing (ADON)
- Visitors are **strongly recommended** to be up to date with vaccinations for COVID-19 and seasonal influenza
- Visitors may be respectfully asked to leave the health service if unable to follow the required health and safety protocols in place.
- Mask exemptions apply for visitors who can show appropriate documented evidence of their exemption. In these instances, a face shield is required to be worn.
- For those visitors with hearing difficulties and who require lip reading to communicate, a mask can be removed for the period of the conversation. Physical distancing must be maintained and masks must be reapplied correctly.
- All visitors aged 8 years+ must wear a mask whilst on site and follow the policies and rules set by BHS.

Visitors for patients/residents who are COVID-19 positive are by exemption, under special circumstances only. For more information: <https://www.health.vic.gov.au/supporting-safe-visits-to-residential-aged-care-facilities-racf-covid-19-guidance-doc>

Visitor permissions will be based on BHSs current COVID-19 risk assessment which means visitation arrangements are subject to change at short notice.

When physical presence is not possible, we will offer alternate digital solutions for connection and communication, such as video call services.

END OF LIFE CARE

Please discuss any personal requirements with the NUM. Visitations will be tailored according to individual cases, by the team to ensure COVID safety is met for both residents/patients and their families. Contact with the NUM is essential to discuss arrangements.



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For further information: <https://www.coronavirus.vic.gov.au/health-advice>