

New government directives

Two people allowed to visit **twice** per day for no longer than **two** hours' duration.

This can either be one visit with two people of up two hours, or

Two visits with one person at each visit and for one hour only

Visiting hours UPDATED

Physical visits

Mondays to Fridays: Starting at **10am** and finishing by **12pm**; starting at **2pm** and finishing by **5pm**.

Weekends and Public Holidays: Starting at 1.30pm and finishing at 4.30pm.

No children under the age of 16 are allowed in unless it is for end of care – this is a government mandate.

Visits must take place in the resident's room.

Window visits:

Monday – Friday only: 10am - 12pm and 1pm - 3pm

Children under the age of 16 can attend window visits.

Booking your visit

Please email us to make a booking, and that you ask other family members to do likewise. When you email, please provide the name of anyone who will visit (**two** visits a day but **no more than two visitors** per day across the two visits.) Please do not make telephone bookings.

We need to keep all names for official records, including contact tracing.

Please can you email during the week from 9am to 5pm. Requests that come in after hours will be dealt with the next business day. **Please give us 24 hours to make and confirm the booking with you.**

How to book

Physical visits: keepingintouch@ocav.com.au and in the subject line write **Physical Visit**.

Window visits: keepingintouch@ocav.com.au and in the subject line write **Window Visit**.

Skype/ phone: keepingintouch@ocav.com.au and in the subject line write **Skype/ Phone**

Screening before entering

All visitors must provide evidence of a current flu vaccination, be temperature checked, sign a form declaring they have no COVID-19 symptoms (fever, runny nose, sore throat, cough), are not COVID-positive and have not been in contact with someone who is COVID-positive.

If any visitor does not have proof of a current flu vaccination, they will not be allowed in. You can instead do window visits.

If you have any flu or cold like symptoms, please stay away.

Flu vaccine exemptions

The only absolute contraindications to flu vaccines are:

- anaphylaxis after a previous flu vaccine
- anaphylaxis after any part of a flu vaccine

The flu vaccination is not recommended if you:

- have a history of Guillain-Barré Syndrome, and
- the first episode occurred within 6 weeks of receiving a flu vaccine.

If you are receiving cancer immuno-oncology therapies (checkpoint inhibitors) you need to consult your treating doctor first.

*If you fit any of the above descriptions, you will need to provide a letter from your doctor/ doctors on letterhead with contact details. The letter must specifically reference one or more of the above points to explain why you are unable **medically** to have the vaccination.*

You will not be allowed in Liscombe House if the letter does not reference the condition. You will also not be allowed into Liscombe House if you are unable to provide a letter.

In both instances, we are happy to organise a window visit for you.

If your loved one is in palliative or end of life care, then we will discuss the situation with you and advise appropriately.

The 'flu vaccination was a legal directive by both the Federal and Victorian Chief Health Officers. The exemptions are as described by the Federal and Victorian Chief Health Officers, as is the directive about the letter.

No animals into Liscombe House

No dogs please unless you are having a window visit.

Visitor limits

Each resident can now have **two** visits a day but **no more than two visitors** a day across both visits.

The visitors can come separately or together, for a single visit or for two separate visits

The total amount of visiting time must not be more than two hours. This can be one visit of no more than two hours or two visits totalling no more than two hours. For example, each visit may last an hour each.

No children under the age of 16 except in **window visits**, exceptional circumstances and end of life situations.

End of life visits

A maximum of two visitors at a time. Frequency and length of visits will be driven by what is needed by the resident to die with dignity and comfort.

Social distancing and hygiene protocols

Social distancing practices must be followed – keep at least 1.5m away from the resident, staff and other people in Liscombe House. No hugs, kissing or handshakes. These are legal directives that are set by the Government.

Food update

Please do **NOT** bring in homemade food.

Chocolates and pre-packaged food is fine but you will need to sign the form detailing what the food is and for whom. This is in line with our food safety requirements.

Quarantining

In line with advice from the Chief Medical Officer, we are no longer quarantining cards, gifts or flowers. Please feel free to bring them in.