

Wednesday 21st July, 2021

Dear friends,

This letter follows my letter dated 13th July, 2021 and explains changes to our visitor restrictions in response to an increased risk of COVID-19 in the local community.

Increased restrictions for visitors from Wednesday, 21 July 2021

In response to COVID-19 being detected in the local community this week, until further notice visitors are required to make an appointment unless they hold approved visitor status, or an exemption issued by the Director of Clinical Care.

In addition:

- Visiting hours are restricted to between 8am and 6pm weekdays and 10am to 4pm weekends and public holidays.
- There is a limit of two visitors per resident per day, including children.
- Visits are limited to 1-hour unless an exemption has been granted by the Director of Clinical Care or at least one visitor holds approved visitor status.
- Visits must take place in resident rooms, outdoors, or in other designated areas.
- All visitors must wear a surgical mask, except when communicating with a person who is deaf or hard of hearing *or* where it is essential for a resident to see your face e.g., advanced dementia. If a mask is removed, then social distancing of at least 1.5m must be maintained.
- Visitors must have a temperature check and sign-in to our visitor log.
- Visitors must also sign in using the Service NSW COVID Safe Check-in app.
- Visitors must have evidence of a current influenza vaccination and disclose and if vaccinated provide evidence of their COVID-19 vaccination status.
- Visitors must provide evidence of their current place of residence.
- Visitors are excluded if in the past 14-days they have been in a Greater Sydney (including Blue Mountains, Central Coast, Wollongong, and Shellharbour) local government area.
- Visitors are excluded if in the past 14-days they have been in any locations or used public transport routes listed by NSW Health at <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/case-locations-and-alerts.aspx>
- Visitors are excluded if in the past 14-days they have been to any locations listed in the Public Health (COVID-19 Interstate Travellers) Order (No2) 2021 (NSW) <https://www.health.nsw.gov.au/Infectious/covid-19/Documents/interstate-concerns-notice.pdf>
- Visitors are excluded if they are waiting for the result of a COVID-19 test *or* have COVID-19 signs or symptoms *or* are a close contact of a COVID-19 case within their self-isolation period *or* live in a household with a person who is self-isolating.

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Exemptions are available for visits at end-of-life, on compassionate grounds where the visitor has been providing frequent and regular essential care to a resident e.g., advanced dementia, and where the visitor has been in the Greater Sydney lockdown area to provide essential or end-of-life care. Exemptions must be approved by the Director of Clinical Care.

If you do not meet the screening requirements or exemption criteria set out above, you may still be permitted to make an appointment for a visit subject to a risk assessment. Our staff will guide you through this process and inform you of the outcome as part of the appointment process.

Visitors without an appointment or approved visitor status will be turned away.

How to make an appointment

Phone Reception on +61 2 4868 6200 between 9am and 4pm weekdays (excluding public holidays) or send an email to reception@harbisoncare.org.au with your request and contact details.

If you do not meet screening requirements your request will be escalated, reviewed, and determined as quickly as possible. In some cases, we may need to consult the public health unit. Please be patient and understand that while most requests will be processed same day, in some cases the process may take more than one day.

The cut-off for next-day appointments is 1pm. Please plan, to minimise the risk of disappointment.

Virtual visits

Virtual visit arrangements are unchanged. You can book online at www.harbison.org.au or make an appointment by phoning Reception on +61 2 4868 6200.

Why do we need to escalate visitor restrictions?

The trigger for this change is confirmation of COVID-19 in our local community. Pending further health advice, the added restrictions are proportionate to the risk. We anticipate that we may become subject to the same restrictions currently in place for residential aged care providers in the lockdown areas i.e., no visitors, but for the time being our goal is to balance the needs of our residents to maintain contact with their loved ones with the increased threat of transmission in the local community.

We have considered the current vaccination status of our workforce, residents, and community. In anticipation of concerns about our precautions, please direct any complaints or criticisms to me. Our staff are simply enforcing the rules as compassionately as possible to ensure a safe workplace.

We hope the tighter restrictions in force to contain the Greater Sydney outbreak will have the desired effect soon. Until then please consider deferring non-essential visits and arranging virtual visits where possible.

Yours sincerely,



David Cochran
Chief Executive Officer