



Monday 11th October 2021

Dear friends,

This letter follows my update dated 7th October 2021 and is being circulated to the same wide audience.

I am pleased to confirm that, as expected, the public health advice was updated yesterday to remove the exclusion for visitors to NSW residential aged care services who have recently been in areas subject to stay-at-home orders.

This means that the visitor protocols announced on 7th October 2021 are now in force, which means that if you are fully vaccinated against COVID-19 and over the age of 12 years you may visit during visiting hours without an appointment (Please see page 3 for visiting hours).

What to expect when you visit

1. You are required to scan the Service NSW QR code. If you do not have a smart phone, you will be required to complete a Service NSW form.
2. You will be required to use hand sanitiser and issued with a surgical mask, which you must always wear during your visit unless we give you permission to remove it.
3. We will check whether the resident is permitted and wishes to have a visitor. Residents are only permitted two visitors per day. If the resident has already received two visitors that day, or if the resident does not wish to have a visitor, we will ask you to come back another day.
4. You are required to carry your proof of vaccination with you and will be asked to produce it on arrival. Your second dose must have been received at least 14-days prior to your visit.

We understand that the Service NSW app will soon link to vaccination certificates. Until then, proof of vaccination may be a copy of your online immunisation history statement, which you can download from your online Medicare account through myGov, or a COVID-19 digital certificate from the Medicare mobile app. If you prefer, you can call the Australian Immunisation Register on 1800 653 809 to request a statement, which may take up to 14-days to arrive.

I found that the Medicare app was easy to set up, and there is an option to add the certificate to your mobile wallet. More information about all these options is available using this link <https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>

Harbison

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Burradoo

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Moss Vale

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If you are medically contraindicated for COVID-19 you may produce a valid NSW Health COVID-19 Medical Contraindication certificate (<https://www.health.nsw.gov.au/Infectious/covid-19/vaccine/Documents/covid-19-vaccine-contraindication.pdf>) instead of proof of vaccination. Additional infection prevention protocols will apply to your visit.

5. You will be screened and excluded if you do not meet current criteria. Screening criteria may change at any time, but the current checklist is:

- ✓ You have not been to any close, casual, or monitor for symptom locations in NSW (<https://www.health.nsw.gov.au/Infectious/covid-19/Pages/case-locations-and-alerts.aspx>) in the past 14-days
- ✓ You have not been in Victoria, Queensland, ACT, or New Zealand in the past 14-days
- ✓ You do not have any COVID-19 symptoms:
 - Temperature of 37.5C or higher
 - Cough
 - Sore throat
 - Difficulty breathing
 - Runny or congested nose
 - Loss of taste or smell
 - Fatigue
 - Muscle or joint pain
 - Headache
 - Diarrhoea
 - Nausea or vomiting
 - Loss of appetite
 - Unexplained chest pain
 - Conjunctivitis
- ✓ You are not a close contact of a person with confirmed COVID-19 who is within their isolation period
- ✓ You do not live in a household with a person who is isolating
- ✓ You are not waiting for the result of a COVID-19 test

6. If you pass screening, you will be required to check-in to our visitor log and directed to wait in the café until a member of staff is available to greet you and escort you to the resident's room where the visit will take place. If weather permits, visits may occur outdoors. There is no time limit for your visit, but you may not conduct your visit in communal areas.

7. When your visit is over, please notify staff using the call bell and wait for a member of staff to escort you to the exit, where you will be required to perform hand hygiene again and check-out from our visitor log and the Service NSW app or form.

Exceptional visits

If you do not qualify to visit, you may be invited to visit for end-of-life or on compassionate grounds if you provide essential care to a resident. In this case we may require you to visit by appointment and may require you to have a negative PCR test result within 72-hours of your visit. If you do not meet the screening criteria on the day of your visit, we may require you to have a rapid antigen test prior to your visit and/or use additional PPE. In most cases we will initiate exceptional visits, but if you believe you should be considered an exception to the rules then please contact us to discuss the situation. Please note that exceptional visits are also confined to resident's rooms.

Un-vaccinated and partially vaccinated residents

Most residents are fully vaccinated, but those who are not are in a higher risk category which means that even if you are fully vaccinated and meet the screening criteria, we may require you to take additional precautions during your visit. If you are in this situation your visit will be escalated for risk assessment, which may slightly delay the process. Please be patient and allow our staff to do what they need to do to ensure that the visit is conducted safely.

Visiting hours

We are temporarily imposing visiting hours as we transition to unrestricted visits. If you cannot visit during visiting hours, please contact us to discuss alternatives. If you are fully vaccinated and meet screening criteria our aim is to facilitate your visit. We expect visiting hours will increase by the end of the month. Until then, please work with us to ensure the safety of everyone at Harbison.

Visiting Hours, October 2021	
Burradoo	Tuesday, Thursday, Saturday from 8am to 6pm
Moss Vale	Wednesday, Friday, Sunday from 8am to 6pm

Resident outings

Residents may now leave the home to attend family gatherings and for other reasons provided that they comply with the current public health order, including vaccination requirements, like anyone else. It is important to remember that breaching a public health order is a crime, and we do not want any resident to find themselves in a serious legal situation.

We will facilitate outings by providing residents with PPE and COVID-19 infection prevention and control information prior to their outing. If a resident is unable to wear a surgical mask because of a disability or condition, then we will provide them with a letter of exemption or facilitate a medical certificate from their doctor.

In practice, only fully vaccinated residents will be able to enjoy this freedom in the short-term.

I know some people are unhappy with the new arrangements, and a few people have even complained to the Aged Care Quality and Safety Commission since my letter last Thursday. If you would like to discuss the rules with a third party, we suggest a good starting place is the Seniors Rights Service (<https://seniorsrightsservice.org.au/> or ph. 1800 424 079) who can provide free, independent advice on a wide range of issues which impact older people.

Meanwhile, we are committed to maximising social contact for our residents while ensuring the safety of everyone who lives and works at Harbison. Please assume positive intent; we do not impose restrictions lightly.

We expect the next few weeks and months will be a little bumpy as NSW continues to reopen, but in the longer run I am optimistic that the worst is behind us and, if we work together, we can be in a much better situation before Christmas. Thank you to the staff who have worked through yet another weekend to monitor the public health updates and do the work to ensure we are ready to welcome back as many visitors as possible. We would not be Harbison without you!

Yours sincerely,

A handwritten signature in black ink, appearing to read 'D. Cochran', with a long horizontal flourish extending to the right.

David Cochran
Chief Executive Officer