

6 September 2021

VISITING ONLY FOR SPECIFIED PURPOSES REMAINS IN PLACE

Restrictions on visiting residential aged care homes in metropolitan Melbourne and regional Victoria remain unchanged, and will remain in place for the foreseeable future.

Visits to residents at TLC homes may be considered, but **only for the purpose of providing essential care or support for the resident's immediate physical or emotional wellbeing, including support for people living with dementia.**

To ensure that the number of people circulating in our homes is kept to a minimum at any one time, requests to visit a resident must be booked in advance by email to the General Manager of the home.

Anyone who is provided with permission to visit TLC homes must strictly abide by the following protocols:

- no more than two visitors at one time
- no more than two visitors per day
- visitors do not have to be from the same household
- visitors must be aged 12 years or over
- limit the visit to 2 hours, except in extenuating circumstances
- if you don't already have one, obtain a photo ID card from reception during business hours (Monday to Friday from 9:00am to 5:00pm), and present your card on entry to our homes
- check the Victorian Government list of exposure sites immediately prior to visiting (www.coronavirus.vic.gov.au/exposure-sites)
- check-in using the QR code displayed at reception
- have your temperature checked using the contactless thermometers
- complete the TLC entry questionnaire, providing full and correct details, using the digital kiosks at reception
- provide evidence that you have received a 2021 flu vaccination
- wear a clean, fresh face mask at all times, including when in a resident's room
- only visit with a resident in their room, or an outdoor area
- not eat, drink or smoke while on TLC premises
- not visit a residential aged care home if you have visited an exposure site



- not visit a residential aged care home if you have any flu or COVID-19 symptoms

Any person who does not adhere to the TLC COVID-19 protocols, or provides inaccurate contact tracing information, will be asked to leave the premises immediately; and may have their visiting permission revoked.

At this time, residents are not permitted to leave TLC homes for social outings.

It is our preference that all visitors to our homes be vaccinated against COVID-19. TLC Primary Care medical centres will soon have a supply of both approved vaccines, so they will be able to provide you with the vaccine of your choice. Please email your name, contact number and suburb to covid@tlcprimarycare.com.au to arrange an appointment.

If you have any concerns regarding the current restrictions, please speak to our General Managers or email the TLC Coronavirus Taskforce at tlc.coronavirus@tlchealthcare.com.au

Thank you to everyone for adhering to the current visiting protocols across our homes. Our team is working hard to protect our residents and staff, while also ensuring that visiting takes place equitably and safely. Please treat our staff and management with courtesy and respect, as they are also under an enormous amount of pressure during these challenging times.