



Protocols for Visiting Wongaburra Residents

Effective September 24, 2020

The safety and wellbeing of our residents, their families and our staff remains our highest priority. Residents and their families have shown us great understanding and support of this during a challenging time. We understand face-to-face contact is important for the wellbeing of both residents and families and that truly excellent care is only possible when it is provided in partnership with families. We are keen to continue that partnership in a safe and controlled manner.

However, some visitors are not respecting the rights of other residents and not following Wongaburra Visitation Protocols. We must not become complacent and put at risk the safety our residents.

Please note Wongaburra can be placed in compulsory lockdown should any 2 staff or residents or more presents with Acute Respiratory Illness within 3 days (Potential Covid-19 outbreak) and/or if there is a single confirmed case of COVID-19 in a resident, staff member or frequent attendee (COVID-19 outbreak) which will result in cessation of all visitations.

*The Metro South Public Health Unit has also advised that all **“ALL suspected respiratory illness cases are isolated early, swabs taken, and escalation of every suspected case to the Public Health Unit. This may mean that Wongaburra can go “in and out of lockdown” over the next few months”**; if we met the criteria mentioned above.*

Visitation Conditions:

1. Must Book 24hrs in advance
2. Must adhere to all directives given by Wongaburra Staff or delegate
3. Must not exceed two persons per visit unless for compassionate grounds.
4. Must consent to COVID Screening
5. Must remain in designated visiting area or in the residents room
6. Must be accompanied by adult if under the age of 16
7. Must not interact with other residents or staff
8. Must practice social distancing at tall times at least 1.5 meters

Visiting Hours

1. Week Days: 9:00am-11:30am and 1:00 pm-4:30 pm
2. Weekends 9:00am-11:30am and 1:00 pm-2:00 pm

ALL Visits will be facilitated by Wongaburra Staff/Delegate: No Person is permitted to enter facility without COVID Screening and without staff escort. **Please note that we allow visitations at any point in time but greatly appreciates if you are able to visit at the requested visiting hours**

Prior to Visit:

Plan your visit:

1. Contact our office to book a visit at least 1 day prior with your planned date
2. Our scheduled visits has been very effective and this should continue without the time restrictions.
3. Visitors under the age of 16 must meet the same criteria and must be accompanied by an adult
4. Ensure that you have Flu Vac ID card or proof of Flu Vaccination present to staff on the day of the visit

Arrival at Wongaburra:

1. Present at either Nursing Home Reception or Hostel Reception (weekdays) and Nursing Home Reception (Weekends)
2. Press entry button or call 5540 1400 if there is no one present at reception
3. WAIT in the area marked with X for a staff member to greet you

210 Brisbane Street, Beaudesert
Mail: P.O. Box 189, Beaudesert, QLD 4285
Phone: 07 5540 1400 Fax: 07 5541 3484 Email: compliance@wongaburra.com.au
ABN: 60 633 552 611



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4. Please be patient, staff members are attending to the care of elderly people and may take time to greet you

Mandatory COVID Screening and complete documentation

1. Hand Sanitise or hand wash hands-on entry
2. Provide Name and Contact Number
3. Provide written evidence of current flu vaccination
4. Temperature Recording (conducted by Wongaburra staff/delegate) must be <37.5 degrees
5. Health Questions - relating to past 24 hours relating to
 - a) Respiratory symptoms (cough, sore/scratchy throat, runny nose, shortness of breath).
 - b) Fever
 - c) night sweats or chills
 - d) Contact/Travel Questions:
 - e) you have not arrived in Australia from a place outside Australia during the 14 days immediately preceding the visit
 - f) you have not been in a COVID-19 hotspot during the 14 days immediately preceding the visit; ref [Covid-19 hotspots](#)
you had no known contact with a person who has a confirmed case of COVID-19 during the 14 days immediately preceding the visit

Link below of the Aged Care Direction No 10

<https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/aged-care>

Visit Location:

1. Wongaburra staff member or delegate will escort you to the designated visitation areas or to the resident's room
2. Not touch anything along the way – hands are the highest transmitters of the virus.

During Visit

1. Engaging with other Residents or staff is strictly prohibited
2. Adhere to all hygiene directives
3. At ALL times, practise social distancing. No hugging or kissing or touching your love ones

After Visit

1. Please wait for staff/volunteer (use call bell) to let you out remembering not to touch anything or to stop along the way.
2. If you are familiar with the exit process, please come back out the way you came
3. Please do not forget to hand sanitise on your way out

We kindly request to please work with us to make these visits work for everyone– we want our residents to see their families and return to some form of normality – but we will not compromise on the safety hence, controlled visits are necessary to ensure safety for all.

We also request that everyone please respect our staff, volunteers and fellow visitors to guarantee that these visits go smoothly and everyone has a pleasant experience.

Thank you for your patience, support and understanding, and for working with us.

Yours sincerely,

Wongaburra Society

Infection Control Management Team

210 Brisbane Street, Beaudesert

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