

Information for Residential Aged Care Facilities

Interstate visitors providing end of life support to a resident

The State Coordinator has made a [Direction](#) under the *Emergency Management Act 2004* to limit entry into residential aged care facilities in South Australia, balancing the need to protect residents, staff and others from the risk of transmission of COVID-19, while supporting the rights and wellbeing of residents.

Under the Direction, visits for the purpose of providing end of life support to a resident are permitted. Numbers of visitors are not restricted in these circumstances.

Relatives and friends who travel from outside of South Australia to provide end of life support to a resident are permitted to visit a residential aged care facility within 14 days of entering the state. However, those arriving from any place other than the Northern Territory, Western Australia, Tasmania or Queensland are required to self-quarantine at all other times when they are not at the facility.

It is advised that strict processes be put in place and followed to ensure these visits are undertaken in a way that minimises risk of potential COVID-19 transmission to other residents and staff.

Good practice guidelines for visits with interstate visitors

It is recommended that the following guidelines be followed during visits:

- > Prior to the visit, the visitor and facility should negotiate and agree a time and duration of the visit.
- > On arrival to the residential aged care facility, the visitor should be met by a staff member, perform hand hygiene immediately and apply a surgical face mask prior to entry.
- > A staff member must assess the visitor in relation to the following and the visit must not proceed if:
 - fever >38 degrees or history of fever and chills in the preceding 72 hours, symptoms of acute respiratory infection or loss of taste and smell
 - known contact with a confirmed case of COVID-19 in the past 14 days (unless adequate PPE was worn)
 - not been vaccinated against 2020 seasonal influenza.

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- > A staff member should escort the visitor directly to the resident's room and visits should be short in duration and no other areas of the facility should be visited.
- > On entering the room, the visitor should continue to wear their surgical face mask, which should remain in place for the duration of the visit.
- > During the visit the visitor should:
 - stay within the resident's room
 - not use any common areas or kitchen facilities, other than moving directly to and from the resident's room, accompanied by a staff member
 - avoid using the bathroom if possible, however, hand hygiene should be performed on leaving and re-entering the resident's room.
 - not go out for smoke break as part of a visit
 - wear a surgical mask for the entire duration of the visit
 - maintain physical distancing of 1.5m from all others persons.
- > Once the visit is concluded, the visitor should alert staff, be observed performing hand hygiene, and then be escorted from the facility.
- > The visitor must return directly to their place of self-quarantine.

Roles and responsibilities of residential aged care facilities

- > Regular communication with the visitor regarding the planned schedule of visits to enable appropriate precautions and staff escort to/from the resident's room, and the coordination of all visits to a resident.
- > To conduct the initial screening process on the visitor's arrival to the facility and provide the visitor with access to hand sanitiser and a surgical mask.
- > Care workers attending the resident should carefully perform hand hygiene in line with local processes.

Definition of end of life support

- > Under the Direction, end of life support can be provided to a resident for whom death is imminent (likely within 2 weeks).

For more information

Office for Ageing Well
Department for Health and Wellbeing
SA Health
Government of South Australia
www.sahealth.sa.gov.au/COVID2019



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