



12 October 2021

HALL & PRIOR
Health & Aged Care Group

Thank you for your support as we navigate a safe environment to open up our homes to visitors.

We understand this is an emotional time and you are keen to see your loved ones but also a confusing time to comprehend some of the requirements for a safe visit.

Here is a list of Frequently Asked Questions that may assist in providing some answers.

1. Do I need to provide evidence of 2 doses of a COVID-19 vaccination?

Yes, this is a NSW Health requirement for all visitors to a Residential Aged Care Home. Your second dose must have been received at least 14 days prior to your visit. Evidence can be accessed through a Medicare App on your smartphone. If you do not have a smartphone, you can print a copy of your Immunisation History Statement from myGov on your home PC/laptop. If you do not have online access, you can call the Australian Immunisation Register on 1800 653 809 to request a copy in the post. Please note that it can take up to 14 days to arrive.

2. Do I need to do a PCR test within the 72 hours prior to visiting?

Hall & Prior's COVID-19 Taskforce, on advice from our Clinical Nurse Specialist for Infection Prevention and Control, has recommended PCR testing prior to visiting in order to provide the highest possible level of safety for our residents. Our staff have been adhering to this requirement for several months to maintain the safety of your loved ones.

We have received some feedback about this initiative and we recognise that this recommendation is an additional layer of protection over and above the NSW Public Health Orders. We strongly encourage all of our visitors to undertake regular PCR testing, as part of your contribution to maintaining the safety of our vulnerable residents.

Drive through PCR tests are available at many locations throughout NSW. Currently all of our staff are performing this test every 72 hrs as a measure to keep our residents safe.

3. Can I turn up for a visit with my new-born grandchild?

No, unfortunately, NSW Health directives state that children aged under 12 are not permitted to enter Residential Aged Care Facilities at this time.

4. Do I need to wear PPE?

Yes, all visitors are required to wear a surgical mask when entering a Residential Aged Care Home. We also strongly recommend the use of goggles or protective eyewear as a further level of protection to reduce the risk to you, our visitors. In addition, in circumstances where there is an increased risk of COVID-19, we may require that you to wear additional PPE, including eyewear, gloves and a gown. We will supply any required PPE, including surgical masks.

5. How do I book a visit?

This can be done either online <https://hallprior.zipline.app/location> or by calling the home and having staff assist you.

6. Will the home go into visitor restrictions again?

If we have any COVID-19 positive cases or close contacts we will need to restrict visits in line with advice from the Public Health Unit.

As always, please do not hesitate to contact the home if you have any questions. As and when we receive updated advice from NSW Health we will keep you updated.

NSW COVID-19 TASKFORCE