



# Visiting an aged care home during an outbreak

Key things to remember for partners in care



This resource provides an overview of the key points to remember when visiting an aged care home during an outbreak. For more information visit the Aged Care Quality and Safety Commission's **Partnerships in Care** webpage <https://www.agedcarequality.gov.au/resources/partnerships-in-care>



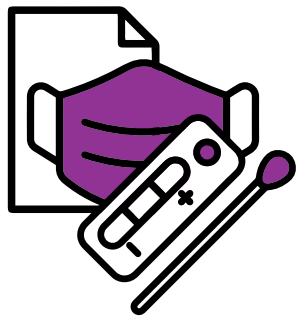
## 1 Before you visit

- Contact the aged care home to discuss the timing of your visit.
- Ask for information about any requirements for visiting. This may include providing evidence of your COVID-19 or influenza vaccinations.



## 2 Stay at home if you're feeling unwell

- Cancel your visit if you have symptoms of fever, sore throat, cough, muscle and joint pain, tiredness or exhaustion.



## 3 Before you enter

- Look out for signs at the entrance with updated information about visitor requirements.
- Follow all guidelines as directed by the staff. This may include:
  - completing a **Rapid Antigen Test (RAT)**
  - wearing a P2 or N95 face mask or other **Personal Protective Equipment (PPE)** including gloves, gown or eye-wear protection.
- A staff member will assist you to put on required PPE correctly.



## 4 When wearing PPE

- Change your mask **every 4 hours** or if it gets **wet or damaged**.
- **If you need to** go to the toilet or access your handbag or other personal items, **you will need to** ask a staff member to help you to:
  - take off (remove) PPE
  - discard PPE in infectious waste bins
  - clean your hands
  - put on a new set of PPE.
- It is **not safe** to reach under PPE into pockets or bags, take off clothes, or touch your face or hair with your gloved hand.



## 5 At the end of your visit

- Ask a staff member to help you to take off PPE and discard it in the correct bins.
- Clean or wash your hands. Check with a staff member which is required.



## 6 When you get home

- Wash your clothes in a hot cycle as soon as possible (if the outbreak is COVID-19).
- Wash your hands with soap and water.
- If you become unwell, let the aged care facility manager know.