



SIX STEPS TO STOP THE SPREAD FOR AGED CARE RESIDENTS

Thank you for helping to keep yourselves, your fellow residents and all the people who care for you safe. We understand it has been challenging at times, and a major adjustment for all.

Your safety and wellbeing is our greatest priority. The measures we have put in place have been to keep you safe.

It's important we all continue to do everything we can to protect aged care residents and staff from COVID-19. The following information is to help you stay safe and well.

If you have any concerns or feel you need more information please talk to family members, carers or staff. We are all in this together.

Further information is available at the [health.gov.au](https://www.health.gov.au) website or you can call the National Coronavirus Helpline on 1800 020 080.

SIX STEPS to STOP THE SPREAD:

1. Let your health care worker know if you are not feeling well

You must report any symptoms of illness, no matter how mild to your health care worker. They can make an assessment and possibly test you for COVID-19. The symptoms of COVID-19 can be like a cold or flu and can include:

- fever
- cough
- shortness of breath
- sore throat
- headache
- loss of smell

- loss of taste
- runny nose
- muscle pain
- joint pain
- diarrhoea
- nausea/vomiting
- loss of appetite

COVID-19 testing is available for all residents of residential aged care facilities.

2. Wash your hands regularly

You need to wash your hands thoroughly. You should always do this before and after you have contact with any other residents, visitors or workers. You should wash your hands with soap and water for at least 20 seconds. If your hands are not visibly soiled you can use alcoholbased hand sanitiser.

3. Looking after yourself and visitors

To help reduce the risks of spreading COVID-19, we recommend you:

- ask your visitors not to visit if they are unwell
- remind your visitors to wash their hands and direct them to somewhere they can
- have only two visitors at a time
- meet with your visitors in your room, an outdoor area, or an area specified by your facility
- avoid communal areas with your visitors
- always practise physical distancing (we know this is hard - especially with grandchildren)
- check your visitors have not had close contact in the past 14 days with someone with COVID-19

4. Do you know the rules for visitors that apply to your facility?

Residential aged care services need to follow state and territory directions. Each residential aged care service has rules to help stop the spread of the virus. Make sure you and your visitors are aware of these rules. The rules may change if there are cases of COVID-19 in your local area.

Before entering your aged care facility your visitors will need to:

- answer questions to help the staff assess their COVID-19 risk
- show they have had a 2020 flu vaccination
- agree to follow the rules for visitors

Ask your visitors to make sure they answer honestly so that they don't accidentally spread the COVID-19 virus.

5. Do you know how to stay in touch with your loved ones if they can't visit?

There may come a time when your aged care facility needs to restrict people visiting your home further. For example, if there were an outbreak in your home or in the local area.

We encourage aged care facilities and relatives to work together to ensure you can keep in touch. Even if your loved ones can't visit you face-to-face, there are many ways you can stay connected.

Ask your family members or the facility staff to show you how to keep in touch using video calls. Ask them to show you how and where you can connect to the internet.

6. Do you know that you can request to live with family temporarily during the COVID-19 emergency?

If you feel safer staying with family who can provide you with care, you can take emergency leave. The current pandemic is an emergency situation. Emergency leave is available until 30 September 2020.

Speak with your aged care provider if you would like to take leave from your aged care home.

We need your help

The COVIDSafe app is completely voluntary. Downloading the app is something you can do to help protect your family, friends and community. You can help save the lives of other people. The more Australians connect to the COVIDSafe app, the quicker we can find the virus.

For all official information, resources and guidance, visit www.health.gov.au