

COVID-19 Keeping Your Loved One Safe in Residential Care

This storyboard is designed to explain how you can help protect your loved ones in residential care from COVID-19. This is important as COVID-19 can be more serious for some older people.

Frame 1: Older people living in residential aged care facilities can be more vulnerable to contagious outbreaks, like COVID-19, Influenza and Gastro.

Residential Aged Care facility staff and management are working hard to ensure that your loved ones stay safe and well. You can help as well.

Frame 2: If there is no outbreak, it is ok for you to visit family members and friends living in a residential aged care facility. There may be some changes to the way visits occur. This is to minimise the risk to vulnerable people and to keep your loved one safe.

There is an industry code for visiting residential aged care facilities during COVID-19, you can find it here <https://www.cota.org.au/policy/aged-care-reform/agedcarevisitors/>

Frames 3, 4 & 5: If you have any of the following symptoms, no matter how mild, do not visit an aged care facility:

- Cough, Fever or Sore Throat
- Shortness of breath and/or
- Unexplained fatigue.

You should also avoid visiting a Residential Aged Care Facility if you have:

- Recently been in contact with someone who has since been diagnosed with COVID-19
- Returned from overseas or a COVID-19 designated hotspot in the last 14 days
- You have not had a 2020 influenza vaccination.

Frame 6: We may need to change the way we stay in touch with our loved ones, but we want to make sure that everyone can stay connected. Facility staff can assist residents to use technology such as tablets, iPads and smart phones that support video calls.

Visits can still occur as long as social distancing and hygiene is practiced and all other access requirements are met.

Frame 7: Residential care staff are making sure that residents stay active and engaged.

Activities are still being run, they just look a little bit different.

There is no reason for your loved one to be isolated from other residents unless there is an outbreak of an infectious disease in their facility.

