



19 June 2020

New Visitor Guidelines

Dear families and advocates

New visitor guidelines apply from today (Friday 19 June 2020) at all Kalyra residential aged care facilities in line with the South Australian Government's Emergency Management (Residential Aged Care No 5) (COVID-19).

Booking visits in advance no longer required

From today, families and advocates will be able to visit a loved one **without booking an appointment**. For those who have already booked an appointment you can choose to come at that time or another within the new visiting hours.

New visiting hours

- Monday to Friday, 9am to 4.30pm
- Saturday and Sunday, 10am to 5pm

For those unable to visit during the above times, out-of-hours visits can be booked by contacting the Clinical Team Leader, Care Manager or Director of Care at each facility.

Who can visit?

- A maximum of two people per visit (one visit per resident per day)*
- Children over 6 months who have had their 2020 annual flu vaccination may now visit

Visitors coming from the Northern Territory, Western Australia or Tasmania are now permitted to visit aged care facilities within 14 days of entering South Australia.

Visitors coming from other states/territories are only permitted to visit within 14 days if they are providing end of life support to a resident (and are required to self-quarantine at all other times).

**Please remember, if your loved one needs family to offer care and support that we cannot provide or is on an end of life pathway, additional visits can be organised by special arrangement.*

Where can visits take place?

Visits should be conducted in a resident's room. If you would prefer to go for a walk or sit in a communal area please speak to staff on arrival.

All visitors must maintain strict infection control guidelines that include hand washing, cough etiquette and observe physical distancing at all times.

Residents leaving the facility

Residents may leave and return to Kalyra at any time but will be asked to complete a one-off fact sheet/form.

Upon return to Kalyra, residents will undergo a COVID-19 screening (wellness/temperature check) after each outing (except when they have only left the home for a walk around the site).

Mandatory Flu Shot 2020: Kalyra's online register

From 1 May 2020, everyone must have had an annual flu vaccination to enter an Australian aged care facility. If you haven't done so already, please visit our [online flu register](#)—it only takes a minute to complete but it will help us keep influenza at the door too this year.

COVIDSafe App

Please consider downloading the new Australian Government [COVID Safe app](#) on your mobile phone to help keep everyone safe from further spread of coronavirus. This app is particularly important for those visiting aged care facilities as it offers another tool to support quick notification and tracing of any possible exposure.

More information

[SA Health: Information for Visitors to Residential Aged Care Facilities](#)

Thank you

Thank you for your support as always. If you have any questions, please talk to the shift leader, phone 8278 5444 or email us on info@kalyra.org.au.

Best wishes
Sara



Sara Blunt
Chief Executive Officer
Kalyra Communities