

RAC COVID-19 Service Delivery Phasing Plan	Level 1 Outbreak or Suspected Outbreak	Level 2 High Community Transmission	Level 3 Low Community Transmission	Level 4 BAU Restrictions
RACF Restriction to Entry				
Public Health Orders	Remain in place for all jurisdictions see below links			
Restriction to entry - visitors	No Visitors	Limit of 2 visitors for 2 hours per day <ul style="list-style-type: none"> In room visits only All visits must be pre-booked using online Visitor Booking System All Visitors must meet the following requirements: <ul style="list-style-type: none"> Must provide proof of double vaccination Must register attendance using QR Code <u>Must wear a mask at all times</u> Observing social distancing of 1 person to 1.5 square meters Booking system must be used for every visitor 2 children can attend in the company of 2 vaccinated adults, restrictions outlined below. 	Limit of 2 visitors per resident: <ul style="list-style-type: none"> Mon – Fri 9am – 5pm Sunday & Saturdays 10am – 4pm All Visitors must meet the following requirements: <ul style="list-style-type: none"> Must provide proof of double vaccination¹ Must wear a mask at all times Must register attendance using QR Code Observing social distancing of 1 person to 1.5 square meters Booking system must be used for every visitor 2 children can attend in the company of 2 vaccinated adults, restrictions outlined below. 	Unlimited visitors per resident between: <ul style="list-style-type: none"> Mon – Fri 9am – 5pm Sunday & Saturdays 10am – 4pm All Visitors must meet the following requirements: <ul style="list-style-type: none"> Must register attendance using QR Code Observing social distancing of 1 person to 1.5 square meters Booking system is not required
Children under 12	No access	Two children are permitted to visit provided they are accompanied by a fully vaccinated person. Where possible: <ul style="list-style-type: none"> These children should wear masks 	Two children are permitted to visit provided they are accompanied by a fully vaccinated person. Where possible: <ul style="list-style-type: none"> These children should wear masks 	Children are permitted to visit provided they are accompanied by a fully vaccinated person

¹ This is a NSW only requirement. Double Vaccination is not required for visitors to ACT RACs

		<ul style="list-style-type: none"> • Visits should be in an outdoor area 	<ul style="list-style-type: none"> • Visits should be in an outdoor area 	
Health Contractors	Access with manager approval – critical contractors only (encourage use of telehealth where possible)	Access with manager approval (encourage use of telehealth where possible)	Normal Arrangements <ul style="list-style-type: none"> • All contractors must provide proof of double vaccination • All contractors must register attendance using QR Code 	Normal Arrangements <ul style="list-style-type: none"> • All contractors must provide proof of double vaccination • All contractors must register attendance using QR Code
Non-Health Contractors and services access (e.g. Musicians, other lifestyle, chaplain services. Maintenance and building contractors & consultants)	No access	Access with manager approval	Normal Arrangements <ul style="list-style-type: none"> • All contractors must provide proof of double vaccination • All contractors must register attendance using QR Code 	Normal Arrangements <ul style="list-style-type: none"> • All contractors must provide proof of double vaccination • All contractors must register attendance using QR Code
Volunteers	Access with head office approval	Access with head office approval	Normal Arrangements <ul style="list-style-type: none"> • All volunteers must provide proof of double vaccination • All volunteers must register attendance using QR Code 	Normal Arrangements <ul style="list-style-type: none"> • All volunteers must provide proof of double vaccination • All volunteers must register attendance using QR Code
Prospective residents	No Access	<ul style="list-style-type: none"> • All visitors must provide proof of double vaccination • All visitors must wear a mask at all times • All volunteers must register attendance using QR Code 	Normal Arrangements <ul style="list-style-type: none"> • All visitors must provide proof of double vaccination • All volunteers must register attendance using QR Code 	Normal Arrangements <ul style="list-style-type: none"> • All visitors must provide proof of double vaccination • All volunteers must register attendance using QR Code
New Admission to the home	All new admissions are to have a COVID test and should isolate whilst awaiting results. They should be then monitored closely for any COVID symptoms for the first 72 hours post-admission.			
Student Placements	Access with head office approval	Access with head office approval	Can commence health declaration form completed. Max 4 students <ul style="list-style-type: none"> • All students must provide proof of double vaccination • All students must register attendance using QR Code 	Can commence health declaration form completed. Max 4 students <ul style="list-style-type: none"> • All students must provide proof of double vaccination • All students must register attendance using QR Code

Residential Care & Support				
Proof of Influenza Vaccination	Required for all visitors, RSL staff, agency staff, students, allied health, General Practitioners, specialists. As per public health order during the months of July – September.			
Health screening of all visitors and staff	Remains in place and includes temperature checking. Completion of Health declaration form, proof of flu vaccine, proof of COVID 19 test results for those that live in the LGA's listed in this matrix. Update results in the Testing register. COVID-19 Testing Register			
Social distancing in the home	Remains in place			
End of Life support visits/Palliative Care support (With approval from Public Health Unit	No more than 4 people visiting (including children). (If visitors are unvaccinated for COVID then they must wear full PPE and visits must be solely resident's room)	No more than 4 people visiting (including children). (If visitors are unvaccinated for COVID then they must wear full PPE and visits must be solely resident's room)	No more than 4 people visiting (including children). (If visitors are unvaccinated for COVID then they must wear full PPE and visits must be solely resident's room)
Social Support Groups	No face-to-face groups permitted. Only via technology.	No face-to-face groups permitted. Only via technology.	Normal Arrangements All external facilitators / participants must provide proof of double vaccination All external facilitators / participants must register attendance using QR Code	
Visitation Limitations & Information Provision				
Infection control practice remains vigilant	Remains in place Staff must wear Full PPE (gowns, gloves, respiratory masks, face shields/goggles, hair cover and shoe covers)	Remains in place. Staff must wear L2 surgical masks	As directed by NSW Health	
Café Access	Closed	Take away only and as long as access is not via the RAC.	Cafés can open to internal residents (RAC & RV), staff and visitors Number of guests at any one time to be limited based on social distancing of 1 person to 1.5 square metres	
Food & Gifts	In arrangement with the Manager		Food and gifts are available to be delivered to the home	
Social distancing in the home	Remains in place			

Site Events	No events	No external visitors	Review local risk and local PHU restrictions and consider on a case-by-case basis. Approval from RM	
Resident External Appointments/Gatherings²				
Residents leaving the home	As required in discussion with the manager	As required in discussion with the manager	Unrestricted but with the expectation that the resident will avoid larger gatherings and take infection control and social distancing precautions. Residents will receive a Rapid Antigen Test on days 2, 4 and 7 after they return. If well residents do not need to isolate Social leave form required.	Unrestricted but with the expectation that resident will avoid larger gatherings and take infection control and social distancing precautions
Resident External Appointments/Gatherings³				
Bus trips	Not Permitted	Bus trips permitted but not allowed to leave the bus	Allowed to leave the bus	
Resident activities	In room only	Social distance up to 5 people	Social distancing up to 10 people	Social distancing of 1 person to 1.5 square metres

What are the Criteria for an Essential visit:

- End of Life/palliative events.
- A visitor that visits daily to provide critical assistance with meals. (Only visit once a day for 1 hr)
- NDIS caseworker that visits daily to provide direct care or critical assistance (only visit once a day for 1hr)
- All essential caring visitors are to provide direct care are to be approved by the regional manager.
- All essential caring visitors are to show evidence of flu vaccine and proof of ID of where they live (the register of visitors is to be updated) [COVID-19 RAC Register of Visitors](#)
- All essential caring visitors are to COVID test if they live in any of the LGA's listed in the matrix.
- Unfortunate social visits are not considered essential for direct care in extreme stages of this pandemic risk and lockdown (Level 1 and Level 2)

- It is strongly recommended all essential caring visitors have a COVID vaccine and adhere to strict infection control processes. **Surgical Masks must not be removed at anytime** in the home or the resident's room during any essential caring visit. If you remove your surgical mask, you will be asked to leave the premises.

Essential Criteria for Contractors:

1. Essential Planned Maintenance

- All fire safety services/equipment – mandatory/compliance/safety
- Lifts – maintenance/compliance/safety
- Grease/sewer pit pumps/pumps out – mandatory/compliance/safety
- Washer/disinfectors
- TMV's
- Legionella Testing
- Clinical Equipment, Full lifters/stand up lifters etc.
- Kitchen hoods and high cleans in kitchen

2. Urgent Repairs

- Sewer blockage/leak
- Power Failure or electrical incident
- Significant roof water leak
- Internal water leak/burst pipe
- Lift failure or trapped person
- Cooking equipment/refrigeration failure
- Nurse call, communication & security equipment failure
- Water pump failure
- Hot water service failure

Some discretion is needed by the manager if in doubt please contact your Regional Manager.

Current Public Health Orders

- <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/public-health-orders.aspx>
- <https://www.covid19.act.gov.au/act-status-and-response/act-public-health-directions>
- <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers>

Additional Information:

- Visitor health declarations are scanned and stored for 6 months
- Some visitors may be able to obtain an exemption, those who have not had an influenza vaccine may attend the service but must wear full PPE while onsite and only visit in the resident room
- Refer to the COVID folder for all resources related to COVID. [COVID-19](#)