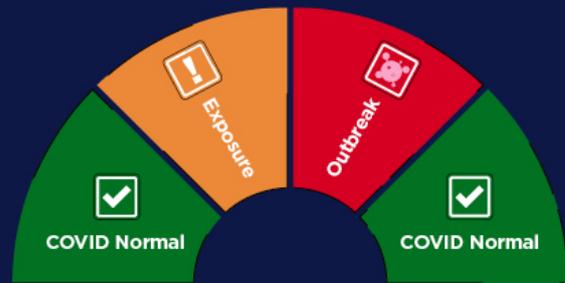# COVID Safe Plan

BUPA'S CARE HOME OPEN/CLOSED STATUS and VISITATION DETAILS

Visitors please note: Each Australian Bupa care home is listed on pages 4-5, showing what phase they are currently operating in. This was updated on 11ᵗʰ September 2024.

- Refer to the visiting limitations and requirements for each phase on pages 2-3.

- Due to the changing nature of the COVID-19 situation, we recommend you contact the individual care home to verify visitor access and requirements prior to visiting.

WHAT ARE THE THREE OPERATING PHASES?

Bupa's COVID Safe Plan outlines how we'll operate during a COVID-19 outbreak and also during non-outbreak conditions throughout our care homes across Australia, to ensure that we operate in a COVID-safe environment and protect the health and safety of our residents, staff and care home visitors. The COVID Safe Plan has three phases of operation that a care home may experience and operate within.

PHASE	DESCRIPTION
COVID Normal	**COVID Normal** applies whenever a care home is not in Exposure or Outbreak. This phase guides a care home's daily operations and supports prevention of COVID-19.
Exposure	**Exposure** | A care home moves into Exposure phase when there is any COVID-19 positive case that is not considered an outbreak. For example, when one resident test positive to COVID-19. In this phase, the affected resident is isolated in their room and Outbreak requirements apply to that resident, all team members coming into contact with that resident, and that resident's visitors**.** Any affected team members are furloughed and isolate at their own home.
Outbreak	**Outbreak** | A care home is declared in Outbreak when two or more residents test positive to COVID-19 within 72hr of each other. At this time an entire care home may be in Outbreak, or just part of the home may be in Outbreak, for example: one community or wing within the home.

VISITING DURING COVID NORMAL

COVID Normal	**BUPA AGED CARE HOME** **VISITOR ENTRY REQUIREMENTS**

Visitors are welcome at any time, unless restricted by the local Public Health Unit or State directions.

Note that to ensure resident and employee safety, care homes have discretion to limit visitors during extenuating circumstances based on a risk assessment. This may include the need to restrict visits to business hours.

Anyone entering a care home must comply with the requirements set out below:

- Sanitise your hands on entry to and exit from the care home.

- Sign in when entering the home using Sine system or sign the health declaration form.

- Maintain 1.5m physical distance when not providing direct care, physical or emotional support.

- You must not entry if you are unwell, including with a fever or symptoms of acute respiratory illness (such as a cough, sore throat, runny nose, shortness of breath).

- Anyone entering a care home must comply with the standard guidelines, Sector Code for Visiting in Aged Care Homes - COTA Australia

- "The advice strongly recommends all visitors to a residential aged care home be vaccinated up-to-date against influenza and COVID-19."

RAT TESTING AND MASKS DURING EXPOSURE AND OUTBREAK

Adults

- Rapid Antigen Test (RAT) on entry.

- You don't need to undertake a RAT if you have been diagnosed with COVID-19 in the last 4 weeks, have completed isolation, and are currently asymptomatic.

- Wear a Face mask as indicated by the outbreak management team

Children

- We strongly advise older children undertake a RAT test at their own home prior to attending the care home.

- For all children, where testing may cause distress or is refused, we encourage the child to Wear a mask if able. If not, we encourage the resident they're visiting to wear a mask, and for the child to minimise movements within the home.

Volunteers

- Volunteers can be nominated as essential visitor

BUPA AGED CARE HOME
'OUTBREAK' VISITOR ENTRY REQUIREMENTS

'OUTBREAK' IS WHEN TWO OR MORE RESIDENTS TEST POSTIVE TO COVID-19 WITHIN 72HRS OF EACH OTHER

Where an entire Bupa care home, or care home community/wing, is in Outbreak phase, the home or the community/wing is temporarily closed to visitors. While closed, identified Essential Visitors may still visit their loved one once a day in collaboration with the care home Management team.

The Council of The Aging (COTA) Code defines essential visitors as either:

Partners-in-Care:
- Provide a role in the daily care of a resident such as helping with meals, and emotional support. These visitors are particularly important for residents with dementia and those diagnosed with a mental health issue who are at risk of psychological impacts associated with visitor restrictions, including loneliness, anxiety, boredom, fear, and depression.
  or

Named Visitors:
- If a resident does not have a Partner-in-Care, they may nominate one person to be a Named Visitor to help fulfil the role in the daily care of a resident such as helping with meals, and emotional support. A Named Visitor may include a volunteer. It is also advisable to nominate a backup Named Visitor.

CONDITIONS APPLY FOR ESSENTIAL VISITORS DURING OUTBREAK

Prior to entry each Essential Visitor must:
- Register as the resident's essential visitor with the care home
- Book your visit in advance, by calling the home between 9am and 5pm Monday-Friday
- Complete all entry screening protocols, including returning a negative Rapid Antigen Test result
- Correctly wear all required Personal Protective Equipment (mask, face shield, gown etc) as requested while in the home.
- Only visit in your loved one's room or in an outside area of the home.
- Where possible, time your visit between 9am-5pm.
- Communicate with care home team where you may need to access services outside of the resident's room e.g. coffee or tea making facilities, toilet, to ensure staff support with correct safety measures.

We strongly recommend that you are up to date with vaccinations.

It's important to note:
- Some jurisdictions require Public Health Unit approval for visitors entering a closed care home. Please contact your care home General Manager to confirm visitor requirements that apply to your loved one's care home.
- Essential visitors may not enter the care home if they have COVID-19, are a close contact, are symptomatic, or awaiting the result of a COVID-19 test. The only exemption is for end-of-life visits – this must be discussed with the GM, and the essential visitor must test negative via a RAT prior to entry, and wear a N95/P2 mask while in the home.

We encourage to complete the infection prevention and control online learning modules developed by the Aged Care Quality and Safety Commission

BUPA AUSTRALIA AGED CARE HOMES

QUEENSLAND		NSW		VICTORIA		SOUTH AUSTRALIA	
Home	**Status**	**Home**	**Status**	**Home**	**Status**	**Home**	**Status**
Cairns	✅ COVID Normal	Armidale	✅ COVID Normal	Ballarat	✅ COVID Normal	Campbelltown	✅ COVID Normal
Glenvale	✅ COVID Normal	Ashbury	✅ COVID Normal	Barrabool	✅ COVID Normal	Enfield	✅ COVID Normal
Merrimac	✅ COVID Normal	Ashfield	✅ COVID Normal	Bellarine Lakes	✅ COVID Normal	Morphettville	✅ COVID Normal
Mt Sheridan	✅ COVID Normal	Ballina	✅ COVID Normal	Bendigo	✅ COVID Normal	Woodville	✅ COVID Normal
New Farm	✅ COVID Normal	Bankstown	✅ COVID Normal	Berwick	✅ COVID Normal		
Rangeville	✅ COVID Normal	Banora Point	✅ COVID Normal	Bonbeach	✅ COVID Normal		
Runaway Bay	✅ COVID Normal	Bateau Bay	⚠️ Exposure	Caulfield	✅ COVID Normal		
Tugun	✅ COVID Normal	Baulkham Hills	✅ COVID Normal	Clayton	✅ COVID Normal		
		Bexley	✅ COVID Normal	Coburg	✅ COVID Normal		
		Clemton Park	✅ COVID Normal	Croydon	✅ COVID Normal		
		Dural	✅ COVID Normal	Eastwood	✅ COVID Normal		

NSW		VICTORIA	
Greenacre	✅ COVID Normal	Echuca	✅ COVID Normal
Kempsey	✅ COVID Normal	Greensborough	✅ COVID Normal
Maroubra	✅ COVID Normal	Kyneton	✅ COVID Normal
Mosman	✅ COVID Normal	Mildura	✅ COVID Normal
North Rocks	✅ COVID Normal	Portland	✅ COVID Normal
Pottsville	✅ COVID Normal	South Morang	✅ COVID Normal
Queens Park	✅ COVID Normal	Templestowe	✅ COVID Normal
Seaforth	✅ COVID Normal	Traralgon	✅ COVID Normal
St Ives	✅ COVID Normal	Windsor	✅ COVID Normal
Sutherland	🦠 Outbreak	Wodonga	✅ COVID Normal
Tamworth	✅ COVID Normal	Woodend	✅ COVID Normal
Waratah	✅ COVID Normal		
Willoughby	✅ COVID Normal		