

## Visiting Life Without Barriers residential care homes during Stage 4 COVID-19 directions in Melbourne

24 August 2020

On 2 August 2020 Victorian Premier announced a number of new COVID-19 restrictions, including Metropolitan Melbourne going into Stage 4 restrictions for at least 6 weeks.

Our priority at Life Without Barriers is protecting the safety and wellbeing of young people in residential care and our staff. We will continue to safely operate our Residential Care Services in a way that limits the spread of COVID-19 (Coronavirus). We are maintaining a focus on cleaning, hygiene and physical distancing within each home.

Young people living in these areas should only be leaving their homes for 4 essential reasons:

1. Shopping for food and essential items (only 1 person is permitted, once per day and within 5 kilometres of the residence)
2. To provide care or to seek medical treatment
3. Exercise (1 person and only 1 hour of exercise, once a day, within 5 kilometres of the residence)
4. Work (if they work at a permitted business).


### Safety measures for visitors to Life Without Barriers residential homes:

Our number one priority is the safety of everyone. We are adhering to the following measures for homes in the restricted areas:

- For young people under 18 years, only 1 visitor (parent or guardian, or who has temporary care of the young person) is permitted in the residence per time.
- For young people aged 18 years and over, only 1 visitor (parent, guardian, carer, partner or support person) is permitted to per day for a maximum of 1 hour.

### If you would like to visit, please:

- Call the house/service beforehand.
- Consider if the visit is essential – can a virtual contact on the phone or video occur instead?
- Make sure you do not arrive if you are sick, especially with flu like symptoms.



## Information for families in Children, Youth and Families about COVID-19 (coronavirus)

### Upon arrival:

- When you arrive, we ask that all essential visitors do the following before entering:
  - Answer some screening questions about your health and recent places you have travelled to.
  - Complete the sign in sheet with your personal contact details (to protect your privacy, our staff will not share your details with anyone and will destroy all personal details 28 days after your visit).
  - Allow our staff to check your temperature before you enter. If your temperature is more than 37.5 degrees after two checks, you will not be able to enter.

### During your visit:

- Please wear a mask for the duration for your visit.
- Follow hygiene and physical distancing and keep 1.5m apart from everyone in the home.

### For everyone's safety, our staff will:

- Wear a mask and eye protection (such as safety glasses, goggles or a face shield)
- Stay home if they are sick or have symptoms of COVID-19; get tested and will not return to work until they have received a negative test result.
- Report any suspected or confirmed cases of COVID-19 immediately. This applies for staff, children and young people in the home, or anyone else in the home.
- Check on the health and wellbeing of children and ask them about any concerns they may have. Staff will talk to them about how to stay safe and maintain good hygiene and physical distancing.
- Ensure children have alternate ways to communicate with their loved ones e.g. FaceTime.
- Follow strict hygiene, cleaning and physical distancing protocols.
- Have undertaken mandatory infection control training.

We understand how important relationships with family are and we will do all we can to enable this to continue using technology if face to face contact is not possible, such as phone calls or video calls.

If you have any questions, call your local team, or Life Without Barriers National COVID-19 Response Call Centre on 1800 313 117 or check our website at [www.lwb.org.au](http://www.lwb.org.au).

### More information:

- [Department of Health and Human Services website](#)
- [COVID-19 information translated into different languages.](#)