**Restrictions and Conditions from Thursday 14 May 2020:**  
**Visiting Hours**Daily between 1.30pm-3.30pm  
This is the maximum period for visiting per day allowed.  
Any visiting outside these hours must have a prior approved Waiver that can be requested from either the Clinical Manager/Village Manager during work hours Monday-Friday. Each Waiver request will be considered on a case by case basis and prior approval will be provided in a written format.  
This approved Waiver must be brought with you and presented to the Team Leader on duty at that approved day/time.   
No prior approved written Waiver = no visitor admission.

1. **Entrance Protocols**These must be completed at the Main Home Entrance, on entering the Home foyer.  
   They include:  
   Reading Admission questions and confirming you meet the criteria for entry regarding your health status  
   Complete the signing in details form (as part of the tracing requirements)  
   Complete the hygiene protocols prior to being invited into the Home by staff.
2. **Complete the hygiene protocols** Washing hands with the hand sanitiser (provided)  
   Wearing a surgical mask throughout the visit (provided)  
   Any gifts/parcels/items for residents brought in by a visitor must be handed to the staff  
   member on duty to be disinfected by staff member prior to presenting to your visitor.
3. **Dedicated Areas**All visitors will be admitted into the Home by a staff member.

All visits will be permitted only into a resident’s room.  
No visitor may access the lounges, dining, general public areas, kitchenettes, toilets.  
Staff are happy to offer you a cuppa in the room during afternoon tea time.

1. **Numbers per room**Maximum number per room is one for small rooms with no ensuite; two people per room with ensuite/studio.
2. **Resident Accessibility**Families are encouraged to check with other family-friends to ensure resident’s visitors don’t exceed permitted numbers per room.  
   Visitors can only visit one resident per day, and make one visit per day.  
   We recommend visits are restricted to a 30-minute period.  
   Residents in isolation are not able to receive visitors.
3. **Visit Duration**Maximum visit is two hours, or less if other visitors want to greet the same resident.
4. **Leaving**As you leave, please place the mask in the bin and write the time of your departure.
5. **Breach of Conditions**To be fair on all people abiding by these conditions, if anyone breaches these they will be asked to leave immediately as this may potentially compromise resident safety. No further entry for these people would be authorised and permitted while any restrictions and conditions remain in place.
6. **Restrictions and Conditions May Change**We reserve the right to change any of these restrictions and conditions at any time, based on any new situations arising or advice as we receive it. Please look out for any updates.
7. **Questions/ Suggestions**If you have any questions that you may like to raise, please speak to either our Clinical Manager or Village Manager directly.