

Multicultural Aged Care Illawarra (MACI)'s COVID 19 Response:

MACI would like to extend our continuing thanks to our staff, relatives, friends and community for their support during these difficult times and the measures we have put in place for MACI to continue to be COVID19 free.

MACI's priority during the COVID19 pandemic has been to ensure and maintain the health and wellbeing of our residents, clients/ family members, staff and volunteers. We continue to follow the directives and guidelines of the Australian and the State Governments.

MACI has taken steps to mitigate the risks of COVID19 through infection control prevention measures. This is to ensure that the staff are trained, the facility is maintained and regular cleaning is occurring to minimise infection. MACI has COVID19 and Clinical Governance committees in place to ensure accurate and timely decision making.

MACI has a COVID19 outbreak management plan in place to ensure that all of its services have the appropriate training, equipment and clinical support to manage a suspected or confirmed COVID19 case.

MACI has built a Perspex visiting area for families and residents to ensure that you are safely able to visit your loved one. This is in the Italo foyer and our friendly staff will escort you to the visit.

MACI has the following visitor arrangements in place:

- All visitors to MACI, regardless of which suburb or local government area they live in, are requested to wear a surgical mask for the duration of the visit.
- All visits are strictly by appointment only – we cannot arrange a visit without prior notice.
- Bookings can be made by phoning reception between Mondays to Fridays from 10am to 3pm, visits to be 30 minutes in length.
- Visits to occur between 10am and 2.30pm Monday to Friday
- Two visitors will be allowed per day, but only one per visit (two people cannot visit at the same time even if they are different families).
- All visits must take place in a designated outdoor area or the Italo foyer Perspex area.
- Visitors must sign in at a dedicated entry point – this will be clearly marked on your arrival.
- All visitors must wear a mask at all times when visiting MACI.
- All visitors must undertake a wellness check on arrival with a staff member. If you have a temperature of over 37.5 degrees, are exhibiting symptoms of an acute respiratory infection. Your visit will not be able to take place and you will be asked to leave MACI – you will need to provide evidence of a clearance of these symptoms for a visit to take place.
- All visitors will need to provide evidence of current influenza vaccination (this is a government requirement).
- All visitors must wash their hands thoroughly before entering and leaving the aged care centre or use alcohol-based hand sanitiser.

- Please maintain social distancing of at least 1.5 metres.
- Please **DO NOT** visit the aged care centre if you or anyone you have been in contact with is feeling unwell with symptoms of a cold, flu or COVID-19.
- Please **DO NOT** visit if you have recently been to case location as listed on the [NSW Health](#), [ACT Health](#), or [Queensland Health](#) Please check these websites for updated information before you visit.

Information and Resources

For updated guidelines, visit the Australian Government's Department of Health [website](#).

If you are feeling unwell and think you might have COVID-19, check your symptoms using [Healthdirect's Coronavirus \(COVID-19\) Symptom Checker](#).

National Coronavirus Health Information Line, 24 hours a day, seven days a week. Call 1800 020 080.

Wollongong Public Health Unit 1300 066 055 or (02) 4221 6700