






Visitor Protocols – COVID Safe (NSW)

Welcome! *To keep everyone safe during your visit:

	<p>Until Further notice</p> <p>Greater Sydney and Blue Mountains</p> <ul style="list-style-type: none"> - Each customer may have 2 visitors per day <p>Regional NSW including Central Coast and Wollongong areas</p> <ul style="list-style-type: none"> - there are no restrictions on people from regional NSW visiting residents in regional facilities. <p>maintain social distancing and COVID safe practices with all visitors</p> <p>Access is not permitted to people who have been in any state or <u>territory hotspot</u></p> <p>Access will be denied if any person:</p> <ul style="list-style-type: none"> - Is feeling unwell (cold and flu like symptoms, loss of smell or taste) - Has a fever (body temperature above 37.5°C) - Has in the last 14 days visited: <ul style="list-style-type: none"> o Any 'Self isolate and get tested' or 'Monitor for Symptoms' sites'* (Check the website site for exceptions) o Or has arrived in Australia from overseas - Has been in contact with someone diagnosed with Covid-19
	<p>We will check your temperature.</p> <ul style="list-style-type: none"> • Results of the test are not stored and are not linked to your name • You will be denied access to our site if the thermometer indicates a reading 37.5 or above after testing • The results of your test will not be disclosed to any other party or linked to any records • We can provide you a copy of our privacy policy on request
 	<p>While onsite please:</p> <ul style="list-style-type: none"> • Maintain physical distancing; stay 1.5m away from others where possible • Follow the instructions provided by our Team Members • Wash your hands, or use the hand sanitiser on entry and exit
	<p>These rules are intended to keep our Customers, children, and young people safe. Please:</p> <ul style="list-style-type: none"> - Record your name and phone number on arrival - Contact us before you visit - Follow these rules - Be respectful towards our team - Let us know if you don't feel well

*As per NSW Health Dept order: <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/disability-support.aspx>

For more information please email our Customer Service Support team at customerservicesupport@lifestylesolutions.org.au or call us on **1800 249 075**

Thank you for your understanding during this challenging time.

Last Updated 29/01/20