



## Information for residents of residential aged care services, their family members and visitors

People who have returned from a country or region that is at high or moderate risk for COVID-19 should monitor their health closely. If you develop symptoms including a fever and cough you should isolate yourself immediately and urgently seek medical attention. Go to [www.health.gov.au/covid19-travellers](http://www.health.gov.au/covid19-travellers) for the list of at-risk countries.

People who think they may have been in close contact with a confirmed case of coronavirus, should also monitor their health and seek urgent medical attention.

You should not visit an aged care facility if you are feeling unwell. Older people are more at risk of both contracting COVID-19, and having a serious illness as a result.

### Who needs to isolate?

Specific requirements are in place for people who have returned from a country or region that is at high or moderate risk for COVID-19, or think they may have been in close contact with a confirmed case of coronavirus. Go to [www.health.gov.au/covid19-travellers](http://www.health.gov.au/covid19-travellers) for the list of at-risk countries and isolation requirements.

### Residential aged care services

Residents of aged care facilities are advised that if any family members or visitors meet the restrictions, residents will not be able to have these visitors. These visitors will need to be isolated in their own homes.

Residential aged care facilities have been advised to have appropriate precautions in place to ensure residents continue to remain safe from coronavirus. These precautions include monitoring for coronavirus, assessment, testing and having space and resources prepared in the unlikely event a resident needs to be isolated.

### What does it mean to be isolated?

If you are a resident and need to be isolated, you will be placed in a single room away from other residents and will not be allowed to see visitors. Health care and residential care workers will continue to provide support and care while you are isolated. If you need to leave your room, such as to seek medical care, you will be required to wear a surgical mask, which will be provided by health care workers. There is no need for any healthy resident to wear a mask.

If you are a family member or visitor who needs to be isolated, refer to advice in the 'Isolation guidance' information sheet at [www.health.gov.au/covid19-resources](http://www.health.gov.au/covid19-resources)

## How can we help prevent the spread of coronavirus?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses. You should:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- and if unwell, avoid contact with others (stay more than 1.5 metres from people).

## More information

While coronavirus is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness—not coronavirus.

For the latest advice, information and resources, go to [www.health.gov.au](http://www.health.gov.au)

Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of each state or territory public health agency is available at [www.health.gov.au/state-territory-contacts](http://www.health.gov.au/state-territory-contacts)

If you have concerns about your health, speak to a doctor.