

Wednesday 21 July, 2021

## Keeping you safe is our priority

In response to COVID-19, we have made some important changes - so that everyone is kept safe and no one is placed at risk when coming to Sydney Children's Hospital, Randwick or The Children's Hospital at Westmead.

### Safety screening points

When you come to one of our hospitals you will be asked to check in. You will be greeted by a staff member at one of our many entry points. They will take your temperature and ask you the following questions:

- Are you a staff member, patient, family member or visitor?
- Are you experiencing any cold-like symptoms?
- Have you visited a COVID-19 case location \*
- Have you been in contact with someone with COVID-19?

This screening system is in place to make sure no one enters our hospitals who may have an illness that could be passed on to our patients, families or staff.

\* Visit <https://www.nsw.gov.au/covid-19/latest-news-and-updates> for COVID-19 case locations

### Masks

In line with advice from NSW Health, all staff and visitors over the age of 12 years will need to wear a mask inside our hospitals at all times except while eating, drinking or sleeping. If you don't have a mask, please talk to a member of staff.

### Temporary visitor guidelines

Due to the increase in COVID-19 community transmission, we request that only one parent/carer accompany/visit a patient per day. One parent will be offered a bed overnight, so they can stay close to their child.

In most areas, two parents/carers can accompany their child upon admission and discharge for 15 minutes. A 15 minute 'handover' period per day is also supported while your child is in hospital, to allow parents/carers to discuss their child's care.

Unfortunately, siblings are not able to visit at this time. We encourage virtual visits using platforms like Facetime or WhatsApp. If you need access to a tablet for video conferencing, please speak to your child's Nurse Unit Manager.

To help adhere to essential physical distancing guidelines, we have also asked our staff to limit the number of team members entering wards and clinical areas to the minimum required.



We do understand that temporarily limiting visitors and minimising staff contact is challenging and will restrict visitor numbers for as short a time as we can. We also understand that there may be specific circumstances which need further consideration and we will work with you closely to determine the best and most compassionate outcome. This temporary limit is one very important way we are reducing the risk of COVID-19, and other illnesses, being brought in to our hospitals.

### **Changes to clinic appointments**

To further reduce the number of people entering our hospitals, we are delivering some clinic appointments via virtual options like telehealth.

### **Staff, patient and family health checks**

Every family with a booked appointment or procedure is being contacted in advance, to make sure they are not sick with cold-like symptoms. Anyone with symptoms is asked not to come to our hospitals. In addition, any staff member with cold-like symptoms, no matter how mild, will be tested for COVID-19. They will not return to work until their test comes back negative and they are symptom free.

Anyone who has visited a COVID-19 case location is asked not to come to our facilities until 14 days after they last visited that location – to help keep everyone safe.

### **Physical distancing**

General physical distancing signs are located throughout our hospitals, to remind everyone to keep a distance of at least 1.5m from each other, where possible.

Signs are also on our lifts, asking for only two or three people or one family to travel in the lift at a time.

Our staff have also made changes to stay safe and practice physical distancing. Examples include staggering breaks and holding meetings via teleconference or Skype.

### **Cleaning, hand hygiene and infection control**

We have employed more cleaners, and follow strict cleaning and infection control guidelines.

Antiseptic hand rub is available throughout our hospitals, to make sure everyone is able to wash their hands as much as possible.

When they need to, our staff will wear protective personal equipment (like masks and gowns).

### **How you can stay safe**

The best way to stay safe during this time is to:

- Chat to your health care provider about accessing COVID-19 vaccination
- Wash your hands regularly, for at least 20 seconds
- Cough into your elbow or a tissue
- Practice physical distancing – at least 1.5m from others



- Stay home from work or school when sick
- Talk to your health care team about your child's specific needs.

**For up to date information on COVID-19**

Call the National Coronavirus Health Information line on 1800 020 080 or visit the following websites:

- NSW Health: [www.health.nsw.gov.au](http://www.health.nsw.gov.au)
- Australian Government Department of Health: [www.health.gov.au](http://www.health.gov.au)
- Sydney Children's Hospitals Network: [www.schn.health.nsw.gov.au](http://www.schn.health.nsw.gov.au)

If you speak another language and need assistance or access to a translator, please speak to a member of your child's health care team. A link to translated COVID-19 resources is also available here: <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/resources.aspx>

We know this is a challenging, unprecedented time. Rest assured, we are working hard to do everything we can to protect you.

If you need any support or for further information, please do not hesitate to speak to a member of your health care team.

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Sydney Children's Hospitals Network