

22 June, 2022

## Keeping you safe is our priority

In response to COVID-19, we have made some important changes – so that everyone is kept safe 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 need to check in via a QR code. You will be greeted by a staff member at one of our entry points, who will ask you the following questions:

- Have you tested positive to COVID-19 within the last 10 days?
- Have you tested positive to another acute respiratory infection in the last 7 days?
- Do you have any COVID-19 symptoms or acute respiratory infection symptoms?
- Have you been identified as a high risk contact of a COVID-19 case or had a high-risk exposure to a COVID-19 case in the past 14 days?
- Have you returned from overseas in the past 7 days?\*

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.

\*In line with NSW Government guidelines, unless it is for urgent medical care, returning overseas travellers are unable to enter a health care facility for 7 days. They must also receive a negative rapid antigen test. Patients who have travelled internationally should only attend outpatient appointments 14 days after their arrival, unless deemed urgent by the patient's clinical team.

### Masks

Across the Sydney Children's Hospitals Network, it is mandatory for people over 12 years of age to wear a face mask in all areas, except while eating, drinking or sleeping. Mask exemption letters will not be accepted and entry to our facilities will not be possible. This is to protect our patients, families and staff.

We strongly recommend children over five years of age wear a child sized face mask, if they are comfortable and where appropriate. If you don't have a mask, please talk to a member of staff. Child sized face masks are available at our concierge screening stations.

In addition to face masks, staff wear protective eye wear during face-to-face contact with patients and families.

Parents/carers are asked to put your mask on properly, including covering your nose, before a staff member enters your child's room or bed space. If you refuse to wear a mask, you will be asked to leave the hospital.

We acknowledge that wearing a mask can be uncomfortable, if you need some tips, please don't hesitate to ask our staff or visit <https://www.nsw.gov.au/covid-19/health-and-wellbeing/face-masks/how-to-wear-a-face-mask>.

### Temporary visitor guidelines

Due to high cases of COVID-19, flu and other respiratory illnesses in the community, visitor restrictions are in place.

In most inpatient areas in the Network, **two people** over the age of 12 years can visit a patient at a time.

Due to space limitations and the need to maintain physical distancing, **one parent/carer** can accompany a patient in the below areas.

- Emergency Department
- Outpatients Department
- Ward C2 North, Short Stay, Surgical Unit, Recovery, Medical Day Unit and COVID wards (Sydney Children's Hospital, Randwick)
- Middleton Day Surgery Ward, Recovery, Turner Ward, CHW Radiology and COVID wards (The Children's Hospital at Westmead)

Unfortunately, siblings under 12 years are unable to visit.

Siblings of **long stay patients** (more than nine days in hospital) are welcome to visit, at a time pre-arranged with the ward's nurse leader.

Keeping families connected is important to us. We encourage virtual visits using platforms like Facetime or WhatsApp. If you need access to a tablet for video conferencing, please speak to a member of your child's health care team.

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 limiting visitors and minimising staff contact is challenging. We understand there may be specific circumstances which need further consideration and we will work closely with you to determine the best and most compassionate outcome.

### **Outpatient/clinic appointments**

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

In some Outpatient areas, rapid antigen testing is required for the patient and their accompany parent/carer. A member of your child's health care team will discuss this with you.

### **Elective surgery**

All patients will have a rapid antigen test before surgery. More information will be provided by staff at the Hospital.

### **Surveillance testing: COVID-19 testing for parents and carers**

All parents and carers of admitted patients are PCR tested for COVID-19 on arrival and then again on day three. You will not need to isolate and can still visit your child while you wait for your result. Staff will check in every day, to make sure you don't have any new cold-like symptoms. If you feel unwell at any time, please let your child's nurse or treating team know as soon as possible.

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

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 will be tested for COVID-19. They will not return to work until their test comes back negative and they are symptom free.

If you have received a Service NSW alert or had advice from NSW Health, please ensure that you follow these instructions and do not come to our facilities.

When your child is in hospital, if you or a member of your household are experiencing symptoms of COVID-19 such as fever, cough or a runny nose, let the nurse looking after your child know and they will organise immediate testing.

### Physical distancing

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

### Cleaning, hand hygiene and infection control

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

Antiseptic hand sanitiser is available throughout our hospitals, to make sure everyone is able to regularly wash their hands.

### Supporting you in hospital

Keeping families supported and connected is important to us.

- Social workers are available to support your family's physical, emotional and social wellbeing.
- Food and resources – on site cafés, vending machines and pharmacies are available. A fridge and microwave is also available in most wards for your convenience. If you need to order via a food delivery service, please speak to your child's nurse.
- Rest areas – our wards have areas to take a time out in, including parent/carer kitchens. Areas are also available around the Hospital where you can take a moment to yourself.
- Virtual connection – many patient bed spaces have an electronic tablet connected to the internet available for your use. If your bed space doesn't have a built-in device, please speak to a member of your child's health care team.

If you have any questions, please ask your child's health care team for more information.

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

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

- 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. Translated COVID-19 resources are 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 further information, please do not hesitate to speak to a member of your child's health care team.



Cathryn Cox PSM  
Chief Executive