

7 May 2020

CORONAVIRUS UPDATE #7 – CHANGES TO VISITOR ACCESS GUIDELINES AT UNITING AGEWELL VICTORIAN RESIDENTIAL CARE FACILITIES

This week, pre-arranged visits commenced across our Victorian residential care facilities. And while strict visitation guidelines, screening requirements and precautionary measures were in place, it was a positive reintroduction and experience for most people.

I would like to sincerely thank residents and families for their understanding, cooperation and compliance with Uniting AgeWell's Safe Visiting Guidelines and for the ongoing respect shown to our staff, who are working tirelessly to ensure the health, safety and wellbeing of all residents.

As promised, each week we will review our Visiting Guidelines, taking into account the current pandemic situation and associated risks, including localised COVID-19 outbreaks and clusters, visitor access compliance, and resident, family and staff feedback.

Please find attached to this letter, updated Safe Visiting Guidelines which will come into effect on Monday, 11 May 2020.

The main change to these guidelines are the allowable exemptions, which align to the draft national COVID-19 Residential Care Visitor Access Code endorsed by aged care peaks and consumer advocacy organisations. It is important to note however, that these exemptions are considered on a case by case basis, focused on the wellbeing of the resident and determined in consultation with the resident's primary family representative and the Residential Services Manager.

The visiting timeframes remain unchanged at this stage. As you can appreciate, facilitating safe visits, carefully managing risk and ensuring staff can continue to focus on caring for residents is a delicate balance. As soon as we feel it is safe to offer more flexible visiting times, we will do so.

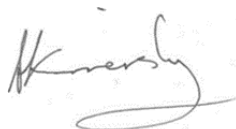
We encourage families to continue to opt for "virtual" visits rather than physical visits with their loved one. Please take advantage of the window visits and opportunities for social interactions via telephone, Skype, FaceTime, letters and email and don't hesitate to contact your Residential Services Manager if you would like further assistance to stay connected and in touch.

Influenza vaccination

Please remember that from 1 May 2020, it is a mandatory Government requirement for all staff, contractors and visitors to residential aged care, which includes family and friends, to have a current influenza (flu) vaccination before they can enter the facility. We kindly ask that you arrange your 2020 influenza vaccination and provide evidence of the vaccination at your earliest convenience and prior to arranging a visit.

Thank you again for your ongoing support and cooperation throughout this pandemic and for your willingness to work with us to ensure the health, safety and wellbeing of all those in our care.

Yours sincerely



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