

20 May 2020

CORONAVIRUS UPDATE #8 – NEW CHANGES TO VISITOR ACCESS GUIDELINES AT UNITING AGEWELL TASMANIAN RESIDENTIAL CARE FACILITIES

Last week, visitor access was made possible across our Tasmanian residences in line with the Tasmanian Government directives which enabled one visit per resident per week. From Monday, 25 May 2020, those directives will ease to enable a greater number of visits to take place.

For Uniting AgeWell residents and families in Tasmania, that will mean pre-booked visits are now available between the hours of 10am to 11.30am and 1pm to 2.30pm, Monday to Friday, with a request that families try and restrict their visits to no more than three times a week in the interests of safety for all. An updated copy of Uniting AgeWell's visitor guidelines is attached.

While strict guidelines and restrictions remain in place to protect our residents and staff, I would like to sincerely thank everyone for their ongoing patience and cooperation as we continue to slowly and safely re-introduce face-to-face visiting.

We know it is very difficult and the short duration and frequency of visits is not what we would all prefer, yet the support and understanding we have received as we adapt our processes and routines to keep pace with the evolving nature of COVID-19 is very much appreciated. As soon as we feel it is safe to offer more flexible visiting hours, we will do so.

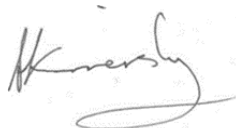
Uniting AgeWell's visiting guidelines are consistent with the ratified **Industry Code for Visiting Residential Aged Care Homes during COVID-19** adopted on 12 May 2020 which are attached for your information. Also attached is the Australian Government Fact Sheet for Families and Residents on restricted visits to residential aged care facilities, which you may find helpful.

Rest assured we are working hard to help our residents keep active and socially connected. During April, and highlighted in the attached infographic, Uniting AgeWell staff facilitated 1,462 Zoom/FaceTime/Skype calls between residents and their families, sent 1,081 messages of love from residents to their families, supported 960 window or fence visits and helped celebrate 96 birthdays.

Throughout the pandemic period we will continue to encourage families 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.

Thank you again for your trust and ongoing support.

Yours sincerely



Andrew Kinnersly
Chief Executive Officer
Uniting AgeWell