

VISITING ARRANGEMENTS IN PLACE FOR UNITING AGEWELL RESIDENTIAL CARE FACILITIES IN VICTORIA

Dear Residents, Families and Representatives

The Victorian Government announced late on Wednesday, that the current visitor restrictions to residential care facilities in Victoria will now lift from 6pm on Friday, 29 October 2021.

While this is very welcome news, it is absolutely essential that we all ensure safe visiting takes place, particularly given the high, ongoing levels of community transmission of the Delta variant of COVID-19.

Mindful of the increased pressures and challenges the volume of COVID-19 cases presents to Victorian health care and aged care providers and staff, and the possibility that visiting arrangements will again be reviewed by Government health authorities over the coming week, Uniting AgeWell is implementing a cautious reopening of its homes to visitors.

It is important to remember that all residents remain highly vulnerable to this disease, particularly those who are unvaccinated. The more people coming into our homes, the higher the risk of introducing the virus to residents and staff. We all have a role to play in reducing this risk.

We ask that you follow these Safe Visiting Guidelines to help us protect those in our care and our staff. These guidelines will remain in place until Friday, 9 November 2021.

FULLY VACCINATED VISITORS:

- Visiting hours will operate from 10am to 4pm each day (including Melbourne Cup Day).
- Exemptions to these time frames will apply for end-of-life and care assistance visits in consultation with the Residential Services Manager.
- The number of daily visitors for each resident is to be kept to a maximum of two per day where possible to ensure compliance with density quotients.
- All visits should occur either outdoors or in the resident's own room.
- Visits are not to take place in common areas and visitors should go directly to the resident's room or outdoors; please do not visit other residents.
- If a child under the age of 12 attends the visit with their parent/guardian, you are encouraged to conduct the visit outdoors.
- All visitors will be screened prior to entry and be required to complete a visitor declaration, QR code check in, sign the visitor log and provide evidence of full vaccination status.
- Facemasks must be worn at all times.
- Visitors are reminded to follow all safety measures such as hand hygiene and to wear masks properly (covering nose and mouth).
- Please follow and respect the guidance of staff and any instructions given to ensure a safe visit.
- **DO NOT VISIT** if you are feeling unwell for any reason.

Important note: Those with evidence of a certified medical exemption from vaccination will be treated as per a fully vaccinated visitor, however will be required to wear additional PPE.

Page 1 of 3

UNVACCINATED VISITORS

- Visits must be pre-booked with the Residential Services Manager and can only take place between 10am and 4pm Monday to Friday excluding public holidays (so no Melbourne Cup Day visits will be permitted).
- Only one unvaccinated visitor per resident per day will be permitted.
- Duration of visit will be limited to 30 minutes.
- You will be required to conduct your visit outdoors. If this is not possible for the resident, then the visit will need to take place in a well ventilated private room.
- You will be required to wear full PPE for the duration of your visit – this includes N95 mask, face shield, gown and gloves. You will be guided in how to safely and appropriately don and doff your PPE.
- As for all visitors, you will be screened prior to entry and be required to complete a visitor declaration, QR code check in and sign the visitor log.
- If you do not meet the entry criteria you will not be permitted to enter.
- The entry and exit time of all visitors is to be recorded; visitors must complete the visitor log.
- Practice social distancing where possible and appropriate.
- Please follow and respect the guidance of staff and any instructions given to ensure a safe visit.
- **DO NOT VISIT** if you are feeling unwell for any reason.

Important note: People who have only received one dose of the vaccine will be treated as per an unvaccinated visitor.

EXCLUDED VISITORS

While visitors are allowed, under the Care Facilities Directions, some people are not permitted to enter a care facility. This includes people who:

- have symptoms of COVID-19;
- have had a COVID-19 test because they have symptoms or have attended an exposure site and are waiting for the result;
- are required to isolate or quarantine;
- have had contact with a COVID positive person in the past 14 days.

Please note: where a facility is in outbreak lockdown, no visitors will be permitted.

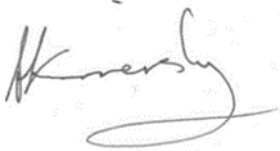
These Safe Visiting Guidelines will be reviewed on Friday, 9 November 2021 based on a risk assessment that seeks to balance the health, safety and wellbeing of both residents and staff. Uniting AgeWell is currently reviewing how Rapid Antigen Testing might be used as part of the visitor screening process.

RESIDENT OUTINGS

While resident social outings can take place, we strongly encourage these occur in outdoor areas where possible and to avoid crowded locations such as shopping centres, etc. Residents are of course subject to the same health advice and requirements as other Victorians.

Again, I would like to acknowledge and thank you for your ongoing patience and understanding in what has been the most challenging of times for residents, their families and friends and seek your cooperation to ensure safe visiting can take place for the benefit of all.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Kinnersly', with a large, sweeping flourish underneath.

Andrew Kinnersly
Chief Executive Officer
Uniting AgeWell