

15 May 2020

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

Over the past two weeks, visitor access has been made possible across our Victorian residences. And 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.

With the health, safety, wellbeing and choices of our residents at the centre of our decision making, I am pleased to advise that we are now in a position to support a weekend visit by those families who have been unable to visit during the week due to work and family commitments.

**Pre-booked visits for Saturdays between 1pm and 3pm will commence from Saturday, 23 May.** Please refer to the updated visitor guidelines attached, noting the weekday visiting times remain unchanged. As soon as we feel it is safe to offer more flexible visiting times, we will do so.

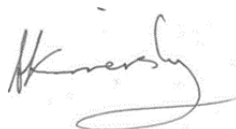
I would also like to confirm that Uniting AgeWell's visiting guidelines are consistent with the ratified **Industry Code for Visiting Residential Aged Care Homes during COVID-19** adopted on 12 May 2020 and attached for your information. Also attached is the Australian Government Fact Sheet for Families 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**