

**IMPORTANT UPDATE TO ALL UNITING AGEWELL
ALLIED HEALTH CLIENTS AND PRIMARY CONTACTS
RE MODIFIED SERVICE DELIVERY EXTENSION**

Thank you to everyone for your support as we face the COVID-19 pandemic together.

The continuing safety and wellbeing of all Uniting AgeWell clients, our staff and our communities remains our primary concern.

As previously advised, Uniting AgeWell has been closely monitoring the evolving coronavirus situation and implemented a range of precautionary measures based on the advice of Government and the Department of Health.

With the social distancing measures and restrictions ongoing, Uniting AgeWell will need to continue with its modified delivery of allied health services until at least **Sunday, 31 May 2020**.

What this means for you

All AgeWell Centres will remain closed for individual and group activities, however, individual allied health assessments and reviews will continue.

We will be working with you to identify what services we can put in place quickly to assist you to remain independent at home.

Our staff will contact you or your primary contact to develop a care plan that reflects your requirements until 31 May 2020.

Examples of supports that will be offered to you include:

- Where possible, visiting you at home to develop a tailored exercise program with you and provide monitoring and advice;
- Providing you with a self-managed home based exercise program;
- Regular telephone-based contact and over time, the use of tele-health technology to connect with you remotely.

What if I need other services during this time?

If you feel you need some assistance with things such as shopping, transportation to appointments or assistance with personal care, Uniting AgeWell may be able to assist you.

On 20 March 2020, the Department of Health advised that if people need urgent or immediate services, these can be put in place for up to six weeks without the need for an assessment for clients affected by COVID-19 or in self-isolation.

Please feel free to contact your local AgeWell Centre on 9845 3114 and we will provide you with advice and assist you to access the services you need.

What else do I need to know?

If you are presenting with any of the following symptoms including: sore throat, coughing, fever, shortness of breath or breathing difficulties, please let us know before we visit you at home.

We will enquire about your health, whether you have seen a Doctor and work out a plan to assist you. We may ask you to wear a mask that we will provide.

Our staff will also take extra precautions when visiting you in the home including frequent hand washing. They may also wear a protective mask and a disposable apron if you have shown signs of the above symptoms.

All staff visiting you at home will be wearing their Uniting AgeWell identification badge. Staff will wear protective gloves if you ask them to do so.

I'm currently paying gym membership fees, will I continue to pay these during this time?

Any gym membership fees will be suspended for the period that the centre remains closed for gymnasium based fees and group exercise activities.

There are no exit fees for people with Uniting AgeWell gym memberships.

What are the charges for other services I may access?

Our regular charges for 1:1 services will continue to be applied during this period. In line with our policy, where there is a fee increase, we will provide you with a month's notice.

Your local team will discuss our fees with you.

Clients will not be disadvantaged if they cannot afford to pay for services. If you cannot afford to pay, please let us know.

Contacting us

We will continue to review the modified service delivery period in line with Government and Health Department advice and will keep you informed of any changes.

Please call your local Uniting AgeWell Centre on **9845 3114** if you have any queries.

We have also established a special email address for client enquiries about the information in this letter and our services: AgeWellCentresVic@unitingagewell.org

Where we receive an email, we aim to respond to you by the next business day.

Thank you for your understanding and continued support as we work together to keep you independent and safe and receiving the services you need during these challenging times. Again, please do not hesitate to contact us if you require any further information.

Yours sincerely



Paul Warwick
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