

## **ESCALATION OF CORONAVIRUS RISK IN METROPOLITAN MELBOURNE IMPACT ON VISITS TO UNITING AGEWELL RESIDENTIAL CARE FACILITIES**

With the concerning increase in COVID-19 case numbers and to help reduce the risk of further transmission, the Victorian Government has now implemented Stage 3 Stay at Home restrictions until at least 29 July 2020 for 10 postcode areas concentrated in Melbourne's inner west and northern suburbs.

While Uniting AgeWell has a number of residential care homes either directly affected or in close proximity to these areas, we are also extremely concerned about the heightened risk of community transmission in the Melbourne metropolitan area generally; no one is immune from catching coronavirus by virtue of their postcode.

We must all remain vigilant and take precautionary action to keep the most vulnerable people in our community and each other safe.

As you know, we had eased visiting restrictions on 24 June to enable greater flexibility. This decision was based on the COVID-19 situation at that time. However, we have all seen just how rapidly the COVID-19 situation can evolve.

**As a result, effective from 2 July 2020, we are introducing the following changes for visitors to our residential care facilities across metropolitan Melbourne as a necessary precaution:**

1. If you live in one of the 10 postcode areas (see list below) where Stage 3 Stay at Home restrictions have been imposed:

You will not be permitted to visit any Uniting AgeWell facility.

Exemption will only be granted in exceptional circumstances, such as compassionate, end-of-life or assistance visits (where you are assisting with care delivery). If seeking an exemption, we ask that you contact the Residential Services Manager via telephone ahead of any requested visit.

2. For all other visitors:

To reduce the escalating risk to our residents and staff, we will be limiting the number of visits to a maximum of two visits per resident per week, with no more than two visitors at each visit. Visiting hours and duration will remain unchanged, as will the need to pre-book a visit.

The current exemption for compassionate, end-of-life and assistance visits (where you are assisting with care delivery) will continue.

3. Kingsville Community:

No visitors are permitted at this time to our Kingsville Community as it is within a Stage 3 Stay at Home restricted suburb.

Exemption will only be granted in exceptional circumstances, such as compassionate, end-of-life or assistance visits (where you are assisting with care delivery).

Please be assured that we will continue to facilitate virtual visits and regular communication with your loved one via phone, Skype, Facetime, Zoom, letters, etc. If you need assistance to connect, don't hesitate to contact your local residential care team.

We understand this is an extremely challenging time for residents, families and the community and we again thank you for your patience, understanding and flexibility as we all work together to ensure the health, safety and wellbeing of our residents.

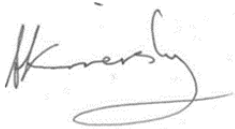
Please remember, if you are feeling unwell for any reason, particularly if you have any cold or flu-like symptoms or symptoms consistent with COVID-19 however mild, such as fever, sore throat, runny nose, shortness of breath, fatigue or cough, please do not attend any Uniting AgeWell facility. Seek medical advice and stay at home until you have fully recovered.

Uniting AgeWell will continue to closely monitor this rapidly changing situation and if necessary we will reintroduce tighter visitor access restrictions. Our sincere hope of course, is that community transmission of COVID-19 abates so we can again ease our visitor restrictions. We will keep you fully informed.

If at any time you are concerned about the wellbeing of your loved one, please don't hesitate to call the Residential Services Manager at your local facility.

Again, thank you for your ongoing understanding and cooperation.

Yours sincerely



**Andrew Kinnersly**  
**Chief Executive Officer**  
**Uniting AgeWell**

Stage 3 Stay at Home restrictions apply to the following suburbs:

Postcode	Suburbs
3012	Brooklyn, Kingsville, Maidstone, Tottenham, West Footscray
3021	Albanvale, Kealba, Kings Park, St Albans
3032	Ascot Vale, Highpoint City, Maribyrnong, Travancore
3038	Keilor Downs, Keilor Lodge, Taylors Lakes, Watergardens
3042	Airport West, Keilor Park, Niddrie
3046	Glenroy, Hadfield, Oak Park
3047	Broadmeadows, Dallas, Jacana
3055	Brunswick south, Brunswick west, Moonee vale, Moreland west
3060	Fawkner
3064	Craigieburn, Donnybrook, Mickleham, Roxburgh Park, Kalkallo