

2 July 2020

## **ESCALATION OF CORONAVIRUS RISK IN METROPOLITAN MELBOURNE IMPACT ON VISITS TO UNITING AGEWELL STRATH-HAVEN COMMUNITY**

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 and it's potential to spread to regional locations; 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. We have all seen just how rapidly the COVID-19 situation can evolve.

**As a result, effective from 2 July 2020, visitors who reside in one of the 10 postcode areas (see list below) where Stage 3 Stay at Home restrictions have been imposed, will not be permitted to visit any Uniting AgeWell facility, including Strath-Haven, until at least 29 July 2020.**

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.

**For all other visitors, the current visiting arrangements as advised on 24 June remain in place, that is:**

- Visits must be pre-booked and we encourage visitors to restrict visits to three times per week to ensure fairness of access for all residents and families.
- Visiting hours will take place between 10am to 3pm Monday to Friday and between 10am to 2pm on Saturday.
- Residents are able to have up to two visitors at a time at their scheduled visit.
- Duration of visits should not exceed 90 minutes.
- Visitor screening prior to entry will occur at every visit.

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 at any time you need assistance to connect or you are concerned about the wellbeing of your loved one, please don't hesitate to contact the Strath-Haven care team or Residential Services Manager.

We understand this continues to be 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.

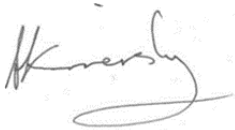
Page 1 of 2

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 the COVID-19 situation and will advise if any further changes to visiting become necessary. Our sincere hope of course, is that community transmission of COVID-19 abates so we can continue to ease our visitor restrictions.

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, Mickelham, Roxburgh Park, Kalkallo