

## **STAGE 3 RESTRICTIONS IMPOSED IN METROPOLITAN MELBOURNE AND MITCHELL SHIRE IMPACT ON VISITS TO UNITING AGEWELL RESIDENTIAL CARE FACILITIES**

Yesterday, Premier Daniel Andrews announced the Victorian Government's decision to re-enter Stage 3 Stay at Home restrictions for the entire Melbourne metropolitan region and the Mitchell Shire following the largest daily increase in COVID-19 cases since the start of the pandemic. The overwhelming majority of these cases are the result of community transmission.

These new Stage 3 restrictions commence from 11.59pm this evening and will be in place for at least six weeks. This is in addition to the closure of the Victoria/New South Wales border.

It is very clear that the risk of transmission of COVID-19 is increasing and we must do everything we possibly can to protect our vulnerable residents and prevent coronavirus from entering our residential care facilities.

We already have in place infection prevention and control measures including screening and monitoring of staff and visitors and strict visitation guidelines and restrictions. However, given the heightened risk across all of our metropolitan Melbourne facilities, we believe it is prudent to further tighten our visiting protocols.

As a result, Uniting AgeWell has made the difficult decision to reintroduce full visitor restrictions across all of its metropolitan Melbourne sites.

**Effective from 8pm on Thursday 9 July, no visitors will be permitted at any of our residential care facilities while the Government's Stage 3 restrictions are in place and until the COVID-19 risk abates.**

An exemption will only be granted in exceptional circumstances, such as for 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 to discuss your situation.

We understand this is an extremely challenging time for residents, families and the community. Finding ourselves in a situation where we have to reintroduce these restrictions is disappointing for everyone. Yet, we all have a responsibility to keep the most vulnerable people in our community and each other safe.

We know that visitor restrictions create anxiety and concern and we fully appreciate and respect the strong emotional bonds and important role families and friends play in the lives of residents.

We will continue to facilitate virtual visits and regular communication via phone, Skype, Facetime, Zoom, letters, emails, etc. If you need assistance to connect, don't hesitate to contact your local residential care team. Additionally, the team will keep families well informed through regular updates and conversations.

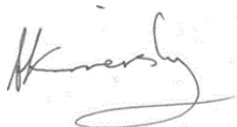
Residents are not confined to their rooms and the increased in-house lifestyle programs and the range of individual and small group activities will continue, as will the extra care and support for residents to help reduce feelings of anxiety and social isolation. Our chaplains are also providing pastoral care support.

Our staff are also personally affected by the pandemic, yet they have consistently demonstrated an extraordinary level of care and commitment throughout this time. I am very proud and grateful for their willingness to go above and beyond to ensure the health, safety and wellbeing of our residents and each other is maintained.

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 and for the messages of thanks and support we have been receiving throughout the pandemic. It is clear that we all have the wellbeing of residents and staff at the forefront of our minds and actions as we face the continuing challenge of COVID-19.

Yours sincerely

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

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