

21 January 2021

UPDATED VISITOR ARRANGEMENTS ACROSS UNITING AGEWELL VICTORIAN RESIDENTIAL CARE FACILITIES

I am pleased to advise that following 15 consecutive days without a new locally acquired case of COVID-19 in Victoria, visitor arrangements at all Uniting AgeWell facilities will return to the more flexible pre-Christmas arrangements.

And while we are all relieved the situation has eased, it is extremely important that you continue to be aware of border restrictions and COVID-19 hotspots, and observe the Government restrictions and advice in place. We have all seen how quickly the COVID-19 situation can escalate.

It is essential that all visitors to Uniting AgeWell aged care residences continue to follow the safe visiting guidelines we have in place and that resident outings and excursions continue to be conducted in a COVID-Safe way.

Bookings

To ensure a COVID-Safe environment and to maintain density requirements, a pre-booking system for all visitors remains in place. Please contact the facility to arrange a time for your visit.

Screening

All visitors will continue to be screened prior to entry, including temperature checking and the completion of a legally binding declaration form every time a visitor enters the facility. Entry will only be permitted if you meet the entry criteria.

Hygiene and social distancing

All visitors are required to wear a face mask and undertake hand hygiene and social distancing. These precautionary measures are to ensure everyone's safety.

Visiting hours

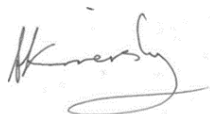
Visiting hours are Monday to Friday between 10am to 4pm and between 10am to 3pm on Saturday and Sunday.

Flexibility

We will continue to offer flexibility for those family members who may have difficulty visiting during the scheduled visiting hours due to work or other challenging circumstances; please contact the Residential Services Manager should you have any issues or concerns and we will always aim to support individual circumstances.

Thank you for your ongoing support and cooperation as we continue to work to keep those in our care and each other, safe and well.

Yours sincerely



Andrew Kinnersly
Chief Executive Officer – Uniting AgeWell

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An organisation of the Uniting Church in Australia

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