

27 May 2021

## **Visitor restrictions now in place at all Uniting AgeWell**

### **Residential Care Facilities across Victoria**

As a result of the escalating number of COVID-19 cases and exposure sites across metropolitan and regional Victoria over the past week, the Victoria State Government has today announced a seven-day, state-wide lockdown for all Victorians.

Effective from 6pm today, Thursday 27 May, and in line with Government directives, Uniting AgeWell will be restricting visitors to all of our residential care facilities until the situation eases.

Only staff and essential visitors will be allowed to enter the facility subject to meeting rigorous screening requirements, including temperature checks. All other safety and hygiene practices remain in place, together with additional cleaning and single-site working arrangements wherever possible.

As a guide, essential visits are considered to be compassionate, end-of-life or assistance visits. Please contact your local Residential Services Manager for further information or guidance with respect to a proposed essential visit.

### **Staying in touch**

During this period we encourage you to connect with your loved ones through phone calls, video calls, letters and emails. If at any time you have any queries or concerns, please do not hesitate to contact your local Residential Services Manager or a member of the care team.

### **If you have visited an exposure site**

Details of exposure sites can be found at <https://www.dhhs.vic.gov.au/case-locations-and-outbreaks> noting this site is constantly updated by the Department of Health & Human Services.

If anyone has visited one of those locations during the times listed, they must immediately isolate, get a coronavirus (COVID-19) test, and remain isolated for 14 days in the case of a Tier 1 site, or isolate until they receive a negative COVID-19 test result in the case of a Tier 2 site.

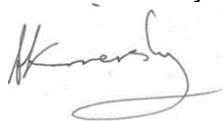
If you have attended any of the hotspots listed by the Department of Health & Human Services during the cited risk periods, you should also contact the local Residential Services Manager to alert them to your situation.

As soon as we are able to return to more flexible visiting arrangements we will do so and we will keep you fully informed as the situation changes.

Rest assured our absolute priority continues to be the health, safety and wellbeing of every resident in our care.

Thank you for your support and understanding, as we all work together to try and reduce the current threat of COVID-19 in Victoria.

Yours sincerely



**Andrew Kinnersly**  
Chief Executive Officer

#### **Corporate Services**

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**Uniting AgeWell**

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An organisation of the Uniting Church in Australia

[unitingagewell.org](http://unitingagewell.org)