



23 July 2020

## **To family and friends of residents.**

What a difference a day makes!!!

Given the increase in positive COVID-19 cases, the State Government has increased restrictions on visitors in aged care facilities in Victoria.

Yesterday the State Chief Health Officer indicated that the following limits apply for allowed visitors:

- for parent, guardian, carer, partner or support person (for example a friend or sibling), of a resident providing emotional and social support that is unable to be delivered via electronic means. The patient can only have one visitor. The visitor can only visit once per day, for a maximum of one hour.
- for those providing essential care and support necessary for the patient's physical, emotional or social wellbeing that cannot be delivered by the health service care team or via electronic or means, visits are limited to one visitor at a time. The number and duration of visits should not exceed what is essential for that care.
- providing end of life care to a resident of the facility is limited to two visitors at a time, with no limit on duration or number of visits.
- a prospective resident of the facility may be accompanied by one other visitor only.
- Visitors must comply with all screening and infection control measures put in place by the facility.
- You should maintain a 1.5 metre physical distance between you and the resident and all other people in the facility for the duration of your visit.
- Visitors should wear a face covering.

(<https://www.dhhs.vic.gov.au/visiting-care-facilities-covid-19>)

Therefore, we need to adhere to this directive. This will mean that Clinical Care staff will be screening visitors further, to determine if a visit is necessary.

Sianne Nicholds, Director Care Services spoke with the residents today and provided a further update on this new directive.

As indicated yesterday, we do want to ensure that the residents have the opportunity to connect with you. We have asked Elly Pileggi, the staff member who has been assisting with visiting hours and also Colleen Lewis, Abby Noble and Helen Hansen from Lifestyle Activities to link you and the residents with messenger or other social media at an agreed time if you wish.

We also intend to make available a facility at Lanyon Flats, 159 Thirteenth Street, where a computer will be provided and a person to assist you, if you are not able to access a computer in your own home. This will be available from Wednesday next week. Booking can be made through Reception for this.

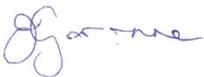
We are aware that you are able to meet with your family member at the fence at the front of the facility. Although we are not encouraging this, if this is something that is the only possible way of communicating, we ask you to PLEASE maintain physical distancing as it is very important to safeguard your family member and the rest of our vulnerable residents.

If you have any concerns, please contact either Sue Zariko, Clinical Care Coordinator, Sianne Nicholds, Director Care Services or myself.

We can only hope that the COVID-19 situation is contained in a short period of time.

All the best.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Jenny Garonne', with a stylized flourish at the end.

Jenny Garonne, CEO