



9th June, 2022

Dear Resident, Family member or Carer,

I am writing to let you know about small but important change to visitor access to residential aged care commencing this weekend.

Changes to Visiting Arrangements

- Visiting hours to Residential Aged Care will remain the same, that is, 11.00am to 4.00pm Monday to Sunday;
- From this Saturday **11th June 2022** weekend Visitors will need to enter Residential Aged Care via the Urgent Care Centre (UCC) entrance/airlock and **NOT** via the main reception entrance. Signage will be in place to guide Visitors to the UCC entrance/airlock;
- Entering Residential Aged Care via the UCC entrance/airlock applies to weekend and public holiday visits only (Saturday, Sunday and public holidays);
- Weekday visits from Monday to Friday, will continue to be via the reception entrance.

All visitors to Residential Aged Care will be required to complete/self-administer a Rapid Antigen Test (RAT), prior to entry. RAT kits will be available, with instructions you can follow on how to perform the RAT test. You do not need to supply your own RAT kit as HRH has ample supply. In addition to a RAT kit, Heywood Rural Health will also supply hand sanitising facilities, and clean face masks for each Visitor.

Visitors are asked to complete their RAT test and show a negative test result to staff prior to entering the facility. Visitors can press the Nurse Call button (located on the wall), once they have completed their RAT, a staff member will attend to your call for entry.

I would be grateful if you could share this information with family network(s). You are welcome to contact Heywood Rural Health on 03) 55270555 should you have any queries about this information.

Yours Sincerely,

A handwritten signature in black ink, appearing to read "Leigh Parker", with a stylized, cursive flourish.

Leigh Parker
CHIEF EXECUTIVE OFFICER