



24th March 2020

Dear Resident, Family member or Carer,

Today I met with the residents of our aged care facilities and talked to them about the current Australian and Worldwide development with respect to the Coronavirus pandemic.

I took the time to explain to the residents what we have in place to help shield them from the prospect of a virus outbreak at Heywood Rural Health, including the current restriction of a maximum of two visitors per resident per day for up to two hours.

During this conversation I asked the residents if they wanted us to do more, and the vote was an overwhelming YES. The residents clearly wanted HRH to restrict all visitors from entering the facility.

To this end, unless the Commonwealth/State Government indicates sooner from **9am Friday 27th March 2020** HRH will restrict resident visitors to exceptional circumstances only e.g. a resident is going through 'end of life' palliative care.

I hope that you will understand that we do not make this decision lightly, but it is made in the best interests of our residents.

The staff are currently working on creating an alternative way of interacting with your loved one and we will bring you further details about this shortly.

As always, if you have any queries please do not hesitate to contact Heywood Rural Health on (03) 55270555

Yours Sincerely,

A handwritten signature in black ink, consisting of several overlapping loops and curves, representing the name Leigh Parker.

Leigh Parker

ACTING CHIEF EXECUTIVE OFFICER