



10th December, 2020

Dear Resident, Family member or Carer,

Firstly, please accept my thanks and gratitude for your patience and understanding whilst we implemented various levels of restrictions throughout the year. I am sure it has been quite challenging at times for everyone.

I am pleased to be able to inform you that with the continued success of containing COVID-19 HRH is in a position to significantly ease visitor restrictions effective from today.

Visitor Arrangements:

From **Friday 11th December**, HRH visitor arrangements will change to (**changes in red**):

- There are no limits on the purpose of visits, number of visitors or the length of the visit.
- People of any age can visit.
- Each visitor must wear a face mask for the entire duration of the visit. HRH will provide a clean face mask upon entry.
- At this point in time we continue to request that visits to take place in a resident's room or outside, ie **not in communal areas**. Social distancing rules should continue to be adhered to;

Please note that there are restrictions to how many people can be in a certain space, therefore only two visitors per resident room will be permitted at any time. However, a family room is now available for visits in greater number than 2. (see larger family visits below)

- We strongly encourage visitors to have evidence of a current flu vaccination, however this requirement is no longer mandatory to visit;
- All visitors will be screened prior to entry which entails having a temperature reading taken and answering a series of questions. Each visitor will be required to declare in writing that they:
 - are free of COVID-19 related symptoms;
 - have not been in contact with a confirmed COVID-19 case; AND
 - have not been directed to self-isolate or self-quarantine by an Authorised Officer.

Visiting is permitted between **9.30 am and 5.00pm weekdays** (outside these times by **appointment**) and between **1.00pm and 4.00pm** (Saturday – Sunday).

Exemptions are available for special circumstances and residents who may be requiring End of Life care. Please feel free to discuss with the Nurse Unit Manager or Director of Clinical Services if your situation meets one of these exemptions.

Larger Family visits:

HRH has created a family meeting room in the old hospital building to cater for family visits in numbers greater than an individual resident room would permit i.e. 2 at a time.

The family room is now available and can be booked by appointment with the Activities Staff or Nurse Unit Manager Rebecca Siemon. The family room can easily accommodate a maximum of 9 visitors plus resident.

I would be extremely grateful if you could pass these important changes to members of your family who may be considering a visit to Heywood Rural Health in the near future.

Christmas 2020:

Christmas festivities will be a little different this year when compared to previous years. On the 23rd December our Leisure and Lifestyle staff have organised an afternoon celebration for residents at which there will be food, entertainment and activities. Unfortunately this year this event will not be open to visitors due to continued restrictions for visitors in communal areas.

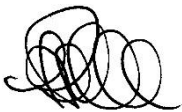
This restriction will also impact on visitors attending to share Christmas lunch. If you wish to come and share Christmas lunch this year it will have to take place in the resident's room, or, if more than two adults are planning on visiting, the family room will need to be booked.

We are mindful of how important Christmas is to family and in particular our residents. If you do have specific plans for Christmas such as outings or visitations we would appreciate early notification so that we can plan accordingly.

We also appreciate your feedback on how we can make Christmas special for your family member, or indeed our resident community. Please feel free to express any thoughts or comments to our covid email address: covid@heywooruralhealth.vic.gov.au or by speaking with Nurse Unit Manager Rebecca Siemon on (03) 55270553.

I take this opportunity to once again thank you for your patience and understanding and wish you and your family a safe and health festive season.

Yours Sincerely,



Leigh Parker
CHIEF EXECUTIVE OFFICER