

2 June 2020

Dear Family Member/Visiting Friends,

As coronavirus restrictions in Victoria begin to ease and we are able to dine out, and move around a little more, I would like to thank you for your on-going support of the measures we have had in place to protect your loved ones and our staff.

As previously outlined, we review all data available to us every day to ensure we do our best to protect those entrusted into our care, our staff and the extended Lifeview family. This week the Premier, Daniel Andrews, announced an extended State of Emergency in Victoria for another three weeks, until 21 June, to slow the spread of coronavirus and keep people safe as restrictions are cautiously eased across the state.

It is with this easing of restrictions and the continued low numbers of community transmission, that we are pleased to be able to further open our homes to visitors. Visiting arrangements from this Tuesday, 2 June are:

- All Homes – Monday to Friday 1pm to 6pm
- Visits are for a maximum of 30 minutes, for up to two people, once per day
- This is to enable us to manage the inflow of visitors safely and with physical distancing in place
- All visits must be booked in advance through Administration
- All visitors must comply with our Active Screening process detailed in previous communications, which includes temperature checking, questions regarding any respiratory symptoms, and the provision of evidence of a current flu vaccination. Please contact us if you need further advice on active screening.
- All visits will continue to be held in a designated area to allow for thorough cleaning between visits. Visits will not be held in resident rooms
- In keeping with physical distancing requirements, unfortunately no physical contact is allowed, this includes touching, shaking hands or kissing

As previously highlighted, if anyone associated with the home, including residents and staff, has a suspected or known case of COVID-19 then we will need to immediately suspend all visitor access, until the result is known. Suspected cases include those showing symptoms and or having been tested. If this is the case and you have an appointment booked, we will contact you immediately.

It is a well-known fact that during a hug, we release oxytocin, a hormone that relaxes us and lowers anxiety. It is often called the “cuddle hormone,” and when it's released during a 20-second hug it can effectively lower blood pressure and reduce the stress hormone norepinephrine. Good, long hugs are good for your heart. It is this lack of physical interaction that the residents tell us they are missing the most. With this in mind, we are very happy to bring to you the Lifeview Hugging Station, a COVID-safe and secure way to hug your loved one. The Hugging Station is in operation at all homes in the secure visiting area.



With the addition of extra face-to-face visiting hours, we have also reviewed our Staying Connected Program, which includes window visits, phone calls, FaceTime, Zoom and Skype video calls.

The **Staying Connected Program** will now run at the following times:

- Emerald Glades, The Willows and Willow Wood - Tuesday to Saturday – 10am to 4pm
- Argyle Court – Tuesday to Friday - 10am to 4pm and Sunday – 1pm to 3:30pm
- All bookings are to be made through Administration and all visits are strictly by appointment
- A maximum of two guests per visit allowing for physical distancing measures. If physical distancing is not being adhered to, unfortunately visits will be cut short
- Calls are for a maximum of 15-minutes
- For calls outside of the above listed times, we can and will assist you, where there is capacity

The dropping off of goods, such as birthday presents, mail, items of surprise such as boxes of chocolates, books and new items of clothing remains unchanged. Items can only be delivered to the homes Monday to Friday, between the hours of 10am to 4pm. All deliveries are subject to infection control processes and all items are to be clearly labelled with your loved ones first and last name. Items are to be placed on the designated collection trolley at the main entrance – there is no need to call Administration, items will be cleared regularly throughout the day. Perishable items such as cooked food, fruit or dairy products unfortunately cannot be accepted.

A reminder, if you have any queries on these process or visitor access, we have set up a dedicated email, [COVID-19support@lifeview.com.au](mailto:COVID-19support@lifeview.com.au) so we can assist you and respond in a timely manner.

Whilst restrictions may have eased, we know the virus may still spread, so we urge you to continue to stay safe and remain vigilant about your own safety and that of others.

We thank the whole Lifeview family for your ongoing support as we strive to enable the safe resumption of activities that the residents enjoy and continue to protect all of those we care for.

Regards,



**Madeline Gall**  
**Chief Executive Officer**