

8 July 2020

Dear Family Member/ Representative,

Disappointingly, I find myself having to write to you once again, to inform of the decision that Lifeview has made in line with the new state wide restrictions, to preventatively close all homes to in home visitors, from tomorrow Thursday 9 July.

The reintroduction of restrictions across metropolitan Melbourne by the Premier, along with the 191 new cases of Coronavirus yesterday, the 35 people currently in hospital, nine in Intensive Care Units and the predicted deaths of some of these people by the Chief Health Officer, are strong factors in this decision.

This once again escalating emergency in the community and the risk it brings to the health of our residents, and your loved ones, requires fast and decisive action from Lifeview. The recent experience we had with our Willow Wood home having a positive case also highlights how this virus can impact all our lives very easily.

As advised by the Premier, for the next six weeks, people who live in metropolitan Melbourne are only allowed to go out for four reasons: shopping for food and supplies, essential or critical health care and caregiving, outdoor exercise, and study or work – if unable to work or study from home. Additional restrictions on visitors in your home and visiting friends and family have also been reintroduced.

If you feel visiting your loved one is critical to their health, please contact your Residential Manager in the first instance. We will work through a process with you, including conducting a risk assessment.

As previously advised we will treat end of life care with the utmost sensitivity, respect and compassion these difficult circumstances deserve. Please speak directly with the Residential Manager, who will be able to make special arrangements for you.

Continuing to keeping you connected with your loved one during this time is among our highest priorities, so we are extending the Window of Opportunity visits to Monday to Saturday, as well as continuing to offer video and telephone call opportunities. Please remember all window visits and calls are by appointment.

Window of Opportunity visits:

- All visits are strictly by appointment, walk-ups cannot be accommodated. Bookings can be made with the Administration Assistant at each home
- There is a limit of one visit per day for a maximum duration of 30 minutes per visit (subject to availability)
- 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
- Visits are for your immediate family member only
- All Window of Opportunity visits will take place at the front door only of each home

Goods Drop Off: Dropping off and collection of goods such as birthday presents, mail, items of surprise such as boxes of chocolates, books, laundry and new items of clothing:

- Items can be delivered to the homes Monday to Saturday, between the hours of 10am to 5pm (items left outside of these times are not guaranteed to make it to the resident in a timely manner or to be safely collected). All deliveries are subject to infection control processes
- All items are to be clearly labelled with your loved ones first and last name, it is recommended you also write your name on the label as the sender
- Items are placed in 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 (boxed items such as lollies, chocolates and biscuits are acceptable). Please be assured residents continue to receive highly nutritional, well-balanced and delicious meals.

Calls, FaceTime, Zoom and Skype:

- Book your phone or video call with the Administration Assistant. They are managing the diary for the home along with the allocation of all equipment and where necessary staff to assist residents to connect with you, ensuring equitable access for all
- Calls are for a maximum of 15-minutes
- When booking, we request that you are flexible with the timeframe for your allocated chat time, you have installed the application on your device and are familiar with the technology, have provided the correct phone number, and/or connection ID so we can reach you
- We are striving to achieve equitable access for all. We also ask that you be understanding if a call or connection is a few minutes late, sometimes the resident is otherwise engaged at the booked time and we need to assist with getting them set for the connection.

Please be assured residents are not being confined to their rooms. We have looked at how we can enact the strongest preventative infection control approach, and this means we are ensuring social distancing is exercised as a matter of priority where possible but residents are free to go about their daily routine within the home. We are also increasing the external window entertainers for each home.

To assist in answering your queries, and to enable those at the home to concentrate on the wellbeing of all the residents, we have set up a dedicated phone line and e-mail:

Phone: 0427 520 740

Email: COVID-19support@lifeview.com.au

As with all previous decisions in relation to closing our homes, this one was not easy for me to make. Like all of you, I was hoping to get back to some normality this month. Our homes are more enriched with family interaction. It is my hope that by adhering to the restrictions set by the government, we see a flattening of the curve and we can welcome you into the homes again soon.

Once again, your patience and understanding is greatly appreciated. Please take care and stay safe.

Kind regards,



Madeline Gall
Chief Executive Officer