

03 August 2021

Dear Arcare Victorian Community,

In line with updated Victorian Government advice, window visits and emotional support visits will recommence shortly on an 'as-needed basis'. Your Residence Manager will be in touch with you directly to coordinate these visits if eligible.

In addition, residents are able to go out on social leave, provided the 'Day Leave Form' is filled out prior.

Regular visitation remains restricted until at least 26<sup>th</sup> August 2021 as per our previous letter.

The following protocols are in place to support these visits including:

- Permitted visitation must occur in Resident suites, or near private windows.
- All visitors must be approved by the Residence Manager prior to the visit being scheduled.
- Visitors are expected to comply with all guidance and directions from team members in the Residence including checking in via the two QR codes, PPE and hand hygiene.

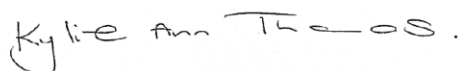
Your Residence Manager will advise you of the details specific to you and your Residence shortly.

If you need support or need to speak to someone, contact the Older Persons Advisory Network [here](#); Head to Health [here](#) or Beyond Blue on 1800 512 348 or [here](#).

Remember, if you are feeling unwell or have been in close contact with someone who has tested positive to COVID-19, please get tested for COVID-19 as soon as possible.

We thank you again for your support and hope that you stay safe.

Yours sincerely,

A handwritten signature in black ink that reads "Kylie Ann Thomas". The signature is written in a cursive style with a period at the end.

**Kylie Thomas**  
State Operations Manager - Victoria