

**Fairway**  
Bayside Aged Care Limited

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9<sup>th</sup> July, 2020

Dear Family & Friends of Residents,

As you may be aware Premier Daniel Andrews has announced Stage 3 restrictions to be implemented in the Melbourne Metropolitan Area as well as Mitchell Shire.

Due to the current COVID-19 situation Fairway Aged Care will be closed to visitors on Sundays. As of Monday the 13<sup>th</sup> July and for the foreseeable future visiting hours will be by pre-booked appointments only. Available appointment times will be Monday to Friday 10am – 4pm. Visits are to be of no longer than 30 minutes, this will give everyone an opportunity to visit with their loved ones. Visitors under the age of 16 and those who do not have proof of current Flu Vaccination will not be able to visit. All visits must take place in the resident's room only. Visitors will be escorted to the resident's room. Staff will bring residents to their rooms if they are not already there. Visitors are NOT to enter communal areas under any circumstances.

To book appointments please phone our Designated Booking Phone Number: 0492921768 during office hours (9am - 4pm Monday to Friday). Each resident may have one visit of up to two people per day. However there will be a maximum limit of six visitors within the facility at any given time.

Please note that if you or anyone you have had contact with are feeling unwell, have a fever, or any Covid-19 symptoms or have been in contact with anyone with symptoms you must NOT attend Fairway Aged Care for any reason until after these restrictions have been eased.

We apologize for any inconvenience these new visiting system may cause, however we have your loved one's health and best interests at heart

Should you have any questions please contact either Kyan Ho or Allison Kranitz.

We sincerely thank you for your patience and understanding during this challenging time.

Kind Regards,

Kyan Ho  
Chief Executive Officer

Allison Kranitz  
Director of Nursing