

**Fairway**  
Bayside Aged Care Limited

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**www.fairwayagedcare.org.au**



4<sup>th</sup> November 2020

Dear Residents, Relatives and Friends,

We are pleased to be able to provide you with an update to the visiting arrangements at Fairway Bayside Aged Care, which take effect as of Monday, 9th November 2020.

Government directives for the restriction of visitors are still in force for Metropolitan Melbourne based Aged Care Facilities. More detailed information is available on the DHHS website. Refer to the attachment '**Visiting Aged Care- metropolitan Melbourne**'. This information aligns with Victorian Government directions and Commonwealth Government recommendations regarding coronavirus (COVID-19) for the residential aged care sector.

We encourage you to contact our ADON, Cathy Lane via email: **nursing@fairwayagedcare.org.au** to apply for an exemption visit. This process provides Fairway with the opportunity to provide a safe and coordinated approach to the reintroduction of visitors, yet at the same time, ensures every resident has the opportunity to see their relatives. Once an exemption has been sought and granted you can either:

- request a booking for a visit by emailing **booking@fairwayagedcare.org.au**
- or
- call mobile number: **0492 921 768** to arrange booking of a visiting time.

NB: The booking system will be activated from 12 midday this Friday, 6th November 2020.

- Residents may have one visitor a day (can be a different person each day) for up to 2 hours.
- Visiting will be offered from Monday through to Saturday.
  - **Session one: 10:00 – 12:00**
  - **Session two: 13:00 – 15:00**
- Sessions times will be reviewed as we go.
- Children under the age of 16 may now visit.
- Visitors need to sign an attestation form before entering Fairway each time they visit. We have attached a copy of the form each visitor will need to complete so you can print this off before you visit. If you are unable to do this, we will provide you with a copy to sign when you arrive. See attachment **Fairway Visitor declaration**
- All other visiting requirements are contained in the attachment **Working together to keep Fairway Safe**.

We also remind you to take extra care to practice effective infection prevention and control measures and hygiene practices to protect yourself, all residents and our staff whilst visiting Fairway.

We will continue to review our approach to reopening Fairway and will provide you with additional updates as we go.

Our new approach to visiting will replace window visits.

Should you have any questions, please contact either Kyan Ho or Cathy Lane.

*'Fairway Bayside Aged Care is a not-for-profit aged care home, built by the community for the community'*

We look forward to having you visit us again soon.

Yours sincerely,



Kyan Ho  
Chief Executive Officer



Cathy Lane  
Acting Director of Nursing