

Dear Friends and Families,

In addition to the precautions outlined in our COVID -19 Update provided on 18<sup>th</sup> March, Evergreen Life Care is introducing further changes to protect our vulnerable community.

## **RESTRICTIONS ON VISITING HOURS FROM MONDAY 23<sup>RD</sup> MARCH 2020**

From Monday 23<sup>rd</sup> March, visitors will only be admitted to the Lodge during the following hours:

Monday – Friday	11.30am – 1.30pm 5.00pm – 7.00pm
Saturday – Sunday	11.00am – 3.00pm

We have endeavoured to provide options that will be least restrictive, and we will ensure our reception is manned at those time to assist visitors and residents with compliance requirements. Special arrangements can only be made where a resident is receiving end of life care and must be cleared with management.

## **RESTRICTIONS ON EXITING THE FACILITY**

Residents of the Lodge should not leave the facility unless it is a medical requirement. Please discuss first with the Registered Nurse in Charge or the Care Manager prior to attending external appointments so that appropriate precautions can be taken.

Should a resident leave the facility, isolation guidelines will need to be applied upon return, which may mean in-room isolation, to protect other vulnerable residents.

## **KEEP IN CONTACT**

If you are unable to visit or wish to have more contact with your loved one, we encourage you to phone or video conference regularly. If you need assistance to set this up, please contact reception.

We anticipate these restrictions will be in place at least until 22 April 2020. Further changes may be required as the situation evolves.

Please ensure you are familiar with the updated visiting rules attached to this email.

Finally, I urge you to follow social distancing and hygiene guidelines to keep yourself well and safe.

Thank you for working with us at this most difficult time. Feedback and suggestions are very welcome by emailing [info@evergreenlifecare.org.au](mailto:info@evergreenlifecare.org.au).

Kind Regards



Helen Wilson  
Chief Executive Officer