



19 November 2020

Our Residents and Representatives  
James Barker House Aged Care Centre  
The Salvation Army Aged Care

**RE: VISITING RESTRICTIONS AT JAMES BARKER HOUSE AGED CARE CENTRE**

Dear All,

We are writing to clarify the visiting restrictions at James Barker House Aged Care Centre based on Care Facilities Direction (No 16). We must align with Direction (No 16) to ensure the safety of our residents and our staff so please be advised that our visiting hours are from 9am-11am and 2pm – 4pm daily only. Visits will also be limited to one visitor per resident, once per day, for a maximum of 2 hours.

We ask families to support compliance with these measures by planning ahead. If you are unsure, or if you need to, please call the Centre to discuss your visit with Centre Management. It is much easier to discuss and plan your visit prior to your arrival, than having to turn visitors away due to a resident having had an earlier visit or the visitor not meeting the visiting criteria.

If you are excluded from visiting, or if you feel there is a reason that individual consideration should be given in line with the Direction (No 16), then please contact the Centre Manager. As always, phone calls, video conferencing or visit windows are available if face-to-face visiting isn't an option at this time. Please also be reminded:

- Visitors should not enter if they are unwell;
- Visitors must comply with screening;
- Visitors must maintain distance of 1.5 metres from other residents and visitors;
- Visitors must wear a mask at all times;
- Visitors must ensure strict hand hygiene;
- Visits are to occur in resident rooms or outdoor areas of the Centre. Common areas of the Centre shared by other residents are excluded for visitors as a precaution at this time.

We thank you for your consideration and support as we continue to navigate the situation as it relates to COVID-19 in Victoria. If you have any questions, please get in touch with your Centre Manager.

Kind regards,

**Samantha Jukes**  
General Manager – Residential Services  
The Salvation Army Aged Care