



18 December 2020

Our Residents and Representatives
Maybanke Aged Care Centre
The Salvation Army Aged Care

RE: VISITOR CODE OF CONDUCT AND VISITING RESTRICTIONS

Dear All,

We understand that this year has proven difficult for our residents and their family members given the extra precautions that we are taking in line with Public Health Directions and the risks associated with COVID-19.

Spending time with your loved one is just as important for you as it is for them and we take this into account when making decisions about the visiting restrictions at our Centres in alignment with State and Territory Directions. These decisions are not made lightly but rather with the safety and wellbeing of your loved ones in mind. We sincerely appreciate your understanding and continued support in these matters.

As a reminder, we do have a Visitor Code of Conduct which is on display within our Centres for your reference and each resident is required to sign an agreement upon moving into the Centre. We'd like to bring these to your attention, and we ask that you review them. We have attached the Visitor Code of Conduct to this letter for you.

If you have any questions, please get in touch with your Centre Manager as they would be happy to assist.

Kind regards,

A handwritten signature in black ink that reads 'Sjukes'.

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