



25th JULY 2023

Dear Family and Friends of
the Rumbalara Elders Facility,

RE: Visiting Hours at the Facility

Dear Families,

We are writing to provide you all with an update on the visitation rules and some operational changes at the Rumbalara Elders Facility. The visitation rules are based on the guidelines from the Victorian Department of Health. We are committed to protecting the health and safety of our Elders, staff, and visitors, and we appreciate your understanding.

- Visiting:** To ensure the safety of our staff and our Elders we will be implementing visiting hours for families and friends between the hours of 10:00am and 7:00pm 7 days a week. Visits outside this timeframe can be organised with the management team.
- Testing:** All visitors will be required to undergo a RAT test upon arrival at our facility. This is a quick test that gives results within 15-20 minutes. We kindly ask that you plan your visit to allow time for this testing process. We have tests available at reception for your use.
- Immunisation Requirements:** Covid and Flu are not mandatory for visitors.
- Mask Wearing:** Masks are strongly recommended to be worn at all times inside our facility. Please ensure that the mask covers both your nose and mouth.
- Hand Hygiene:** We encourage all visitors to practice good hand hygiene by washing hands regularly and using the hand sanitizers provided throughout our facility.
- Health Screening:** Please be prepared for a health screening upon arrival. If you have any symptoms of illness, particularly COVID-19 symptoms, or have been in contact with a confirmed case, we kindly ask that you postpone your visit.

Corporate Services

31 Wyndham Street Shepparton
Ph: 03 5820 0000 Fax: 03 5820 0064

Positive Ageing & Disability Services

95 Ford Road Shepparton (**Elders Facility**) Ph: 03 5820 6200 Fax: 03 5822 4893
(**Aged Care**) Ph: 03 5822 2866 Fax: 03 5831 3549

Community Services

20 Rumbalara Road, Mooroopna Ph: 03 5820 0000 **Family Fax:** 03 5831 2370
Justice Fax: 03 5820 0009 **Housing Fax:** 03 5825 3680

Health & Wellbeing

20 Rumbalara Road, Mooroopna Medical Appointments: Ph: 03 5820 0035
Medical Fax: 03 5825 3500 **Dental Fax:** 03 5820 0060



Also, of note the elders can go out as often as they like with families and friends, as a courtesy please let us know so we can organise any care that the elders need on the day.

For further information please come and have a talk to us or give us a call.

Please see below an updated contact list for the Management and administration team at the Elders facility.

Ancy Mathew – Acting Clinical Manager - Ancy.Mathew@raclimited.com.au

Amy Bryce-Singh – Care Coordinator - Amy.Bryce@raclimited.com.au

Shannon Firebrace - Operations Manager - shannon.firebrace@raclimited.com.au

Taniesha Moffatt-Petersen - Administration - taniesha.moffatt-petersen@raclimited.com.au

Please call the reception if needed on (03) 5820 6200

We thank you all for your support.

Aaron Chambers

Executive Manager - Ageing and Disability

aaron.chambers@raclimited.com.au

Corporate Services

31 Wyndham Street Shepparton
Ph: 03 5820 0000 Fax: 03 5820 0064

Positive Ageing & Disability Services

95 Ford Road Shepparton (**Elders Facility**) Ph: 03 5820 6200 Fax: 03 5822 4893
(**Aged Care**) Ph: 03 5822 2866 Fax: 03 5831 3549

Community Services

20 Rumbalara Road, Mooroopna Ph: 03 5820 0000 **Family Fax:** 03 5831 2370
Justice Fax: 03 5820 0009 **Housing Fax:** 03 5825 3680

Health & Wellbeing

20 Rumbalara Road, Mooroopna Medical Appointments: Ph: 03 5820 0035
Medical Fax: 03 5825 3500 **Dental Fax:** 03 5820 0060