

To: Friends and relatives of our residents.
From: Margaret Russell
Date: 28 June 2021

First of all, thank you for your patience and understanding during what is proving to be a challenging time for us all. We have received a number of supportive messages from families which is greatly appreciated. Can I please ask that you call the admin office during normal business hours if you have any queries in relation to the lockdown, rather than coming to the office in person. The Public Health Order is very clear on the reasons you should be leaving home and we would strongly encourage you not to put yourself at risk of being in breach of the Order. Of course, there are exceptions and if you feel you meet the criteria set out by the Department, please do not hesitate to contact us by phone.

We are now able to give you information regarding alternative communication methods during the period of lockdown. We will be offering a booking system via our website page to enable you to book a time to contact your loved one. The booking system will be up and running 4.00pm this afternoon, Monday 28th June. Please be aware that there will be a maximum 1 call per resident per day as these will be assisted calls. Bookings will be available from 1pm to 4pm (with the last booking time 3.30pm). We would ask that all families please liaise with each other so that booking times are shared fairly amongst all our family members who will want to be contacting their loved ones.

Here is the [link](https://abeltasman.com.au/contact-us/book-a-visit/) to make a booking. (<https://abeltasman.com.au/contact-us/book-a-visit/>)

For your information, the Seniors Rights Service and the Older Persons Advocacy Network (OPAN) will be conducting a Zoom session on Tuesday 29th June at 3.30pm to enable residents and their families to ask questions regarding the outbreak and how it affects them. Please follow this link to register for the session:
[Please register for this free event](#)

Once again, thank you for your cooperation. We appreciate how difficult it is for you to be separated from your loved ones. This situation is ever evolving but please be assured we will keep in contact with you throughout the lockdown. Let's hope everyone does the right thing and we can come out of lockdown as planned on 10th July 2021.

Please stay safe.

Margaret Russell
Acting General Manager