



Staying connected with the people you love during COVID-19

It's important to stay in touch with the people you love, even if COVID-19 restrictions mean they can't visit you as easily or as often.

Aged care providers and consumer advocacy organisations have developed a set of strategies called the 'Industry Code for Visiting Residential Aged Care Homes during COVID-19'. This balances your need to stay safe from COVID-19 with your need to stay in touch with family and friends. Here are some ways you can stay in touch.



PHONE CALLS AND VIDEO CHAT

- Phone your loved ones to catch up
- Video call your friends or family so you can see them while you talk
- Talk to several people in the same call if you like.



WRITE A LETTER OR EMAIL

- Write to someone you miss
- Send your message instantly by email
- Attach photos or documents you'd like to share.



SEE THEM IN PERSON

- See your family outside while staying 1.5m apart
- Ask your carers to take you to a window where it is safe for your family to gather outside.



SOCIAL MEDIA OR GROUP CHAT

- Connect with family and friends all over the world using Facebook or Instagram
- Use social media to reconnect with people you haven't seen in a long time
- Use a group chat to send one message or photo to a group of people.

We all need relationships. No matter where you live, it is important to see your family and friends as often as you want to.

Ask for help to stay in touch – your family and carers can help organise visits, access to devices or access to the Community Visitors Scheme.

At the end of the day, it doesn't really matter how you stay in touch, just that you do.

Who will you contact today?