



23 February 2021

Dear Resident family member

Your continued support is appreciated. Our number one priority is the safety and wellbeing of our residents.

We have received updated advice from NSW Health that staff and visitors are no longer required to wear surgical masks while in a residential aged care facility.

Having scheduled appointments allows us to ensure that we have adequate space available to allow for visits to happen in a COVID-safe manner and so we **encourage you to book an appointment before visiting**. All visitors, staff and contractors will still be required to undertake screening before entering. The restrictions on the number of visitors a resident can have each day or at any one time have been lifted.

These updates are a welcome relief to everyone and we are looking forward to seeing our families and staffs' smiling faces again in our Homes.

You may be aware that the Pfizer COVID-19 vaccine is currently being rolled out in NSW to residents in residential aged care homes. The rollout is beginning this week with three (3) of our homes, we will keep you updated on this and will notify you as soon as we are made aware of further information.

Thank you again for your patience and support.

Yours truly

A handwritten signature in black ink that reads "Graeme R." with a stylized flourish at the end.

**GRAEME PRIOR**  
Chief Executive Officer