



10 August 2021

Dear Grafton residents' families,

We wish to apologise and clarify some miscommunication regarding Grafton Aged Care Home.

Yesterday we advised you of a potential casual contact that had visited the home to carry out required maintenance. We have subsequently been advised that this person was not a close or casual contact but had travelled from the Armidale area.

As a precautionary measure, due to the increased transmission of COVID-19 in regional NSW, we will continue to restrict visitor access for the interim. We are happy to assist you with video calls with your loved one.

All of our residents and staff are safe and asymptomatic.

Should we have a confirmed case of COVID in the Home we will advise you directly and by email and or text message.

Thank you for your understanding, please do not hesitate to contact Pattie or Damon if you have any concerns.

Yours truly

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

GRAEME PRIOR
Chief Executive Officer