



24 April, 2020

Dear Family member,

I would like to thank you all for your continued patience and understanding as we navigate the challenges of the COVID-19 Pandemic in the aged care sector. These are uncertain times and I believe that Coronavirus has changed the way we live.

On 18 March 2020 we made the very difficult decision to lockdown all of our homes in both WA and NSW to all non-essential staff and visitors. This has helped us to keep our residents and staff safe from COVID-19, but we understand that it has been distressing for you not seeing your family or loved ones.

Today the Morrison Government has reinforced a public health directive/public health order stating that visitor access guidelines be implemented in aged care homes across Australia. Our focus now is to gently work towards easing visitor restrictions effective from Tuesday, 28 April 2020.

Keeping our residents and staff safe and well is our number one priority; so we ask that you please contact the Director of Nursing/Executive Manager at your home to discuss visitor access next week.

While we understand you will be anxious to come and see your loved one, we do need to be conscious of stringent COVID-19 rules. Please be aware that entry to our homes is subject to guidelines enforced by the State Health Departments. These are:

- The visitor must be over 16 years of age;
- The visitor does not have any symptoms including fever, cough, sore throat, shortness of breath or runny nose;
- The visitor records a temperature of less than 37.5 degrees;
- A maximum of 2 visitors per resident per day, and the visit must be of no more than 2 hours duration.

Our Directors of Nursing and Executive Managers have the authority to refuse visitors. Entry will be at their discretion and with the safety of our residents and staff in mind.

I would like to once again remind you that anyone entering a residential aged care home will be required to provide us with evidence of a current Influenza vaccination from 1 May 2020.

We will get through this together.

Yours truly

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

GRAEME PRIOR
Chief Executive Officer