



4 August 2020

Dear Resident family members

COVID-19 UPDATE - FURTHER PRECAUTIONARY LOCKDOWN

Thank you for your continued support during these unprecedented times. COVID-19 has certainly changed our lives. We have all seen the recent stories emerging from Victoria and we cannot thank you enough for your support of our homes going into precautionary lockdown, this not only protects your loved ones, it also protects our community.

Further to our letter of 28 July we have decided to continue the lockdown of our homes to all non-essential visitors for a further seven (7) days. Once again we have made this decision due to the current level of community transmission in NSW. This decision will be reviewed again on 12 August 2020. I also confirm that at present we have no confirmed COVID-19 cases in our homes. Please be advised if we do have an outbreak there will be a person from the home who will be contacting you regularly to update you.

We do wish to reassure you that we are preventative and prepared. Our staff continue to do ongoing education in infection control and our cleaning schedule has been increased.

We have also increased our Lifestyle Officer staffing hours to maintain our resident's connectivity with you and assist them to engage in extra activities.

We encourage you to contact the Director of Nursing/Manager if you have any queries about your loved ones. Our homes will also continue to keep you informed about your family members.

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