



24 September 2020

Dear Resident family members

**NSW HEALTH UPDATE – VISITOR ACCESS RESTRICTIONS**

Thank you for your continued patience during the four weeks of visitor access restrictions.

Attached is updated advice received from NSW Health's Acting Executive Director, Health Protection, NSW, Dr Christine Selvey regarding the easing of visitor access restrictions for Local Government Areas. From Friday, 25 September 2020 we will again be welcoming visitors back to Vaucluse. Having scheduled appointments allows us to ensure that we have adequate staff and space available to allow for visits to happen in a COVID-safe manner and so we **encourage you to book an appointment before visiting**.

Part of the advice received was any visitors who are in the Bankstown (part LGA), Blue Mountains LGA, Cumberland LGA, Fairfield LGA, Hunters Hill LGA, Liverpool LGA, Parramatta LGA, are still restricted from visiting aged care homes. Our Fairfield home still remains in lockdown.

NSW Health have also confirmed Public Health (COVID-19 Aged Care Facilities) Order (No 3) 2020 commenced on 18 September. The Order makes a minor amendment to the previous Order, being that persons with a temperature of 37.5 degrees or higher will not be permitted to enter a residential aged care facility (previously the temperature was higher than 37.5 degrees to prevent entry). Our COVID-19 screening processes, including the requirement for evidence of an influenza vaccination, are still in place. In accordance with NSW Health directions, you will also be required to check a list of "hotspot" locations and local government areas and confirm you have not attended any of these locations before entering the premises. You can check the "hotspots" list from the NSW Government at <https://www.nsw.gov.au/covid-19/latest-news-and-updates> before making an appointment. You will also be required to wear a mask before you enter the premises (excluding Grafton) and at all times you must socially distance.

We will continue to monitor this situation and should community transmission or local hotspots increase again, we may need to return to precautionary lockdown.

Our staff continue to complete education on infection control and PPE. We are truly grateful for all their support, they are doing a fantastic job. Our residents are extremely appreciative of their friendly and caring faces.

If you have any queries in regard to your loved one we ask that you contact the home and speak to the Director of Nursing or Manager.

We would appreciate if you are able to communicate this information to other 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