



4 January 2021

Dear Resident family members

Happy New Year to you all and thank you for your continued support over the past few weeks as NSW Health continues to monitor the current COVID-19 outbreak. We are hoping 2021 is a better year than 2020.

Our number one priority is the safety and wellbeing of our residents and staff and we currently have no confirmed cases of COVID-19 in any of our homes.

We are waiting on advice from NSW Health regarding visitor access restrictions which are due to be updated on 7 January. We will advise you as soon as we have received this information.

NSW Health have issued a mandatory directive that all people wear a mask; our staff will all be wearing masks during their shifts. We are also implementing the Service NSW QR Code, this will be a mandatory requirement on entry, but manual sign in when visiting is still required.

We also encourage you to check our website and the NSW Service App for hotspots.

It is important we stay vigilant, wash your hands, social distance, stay at home and wear a mask.

Please do not hesitate to contact the manager on duty if you have any questions and our staff are happy to facilitate phone or video calls.

We will get through this together.

Yours truly

A handwritten signature in black ink that reads "Graeme Prior".

GRAEME PRIOR
Chief Executive Officer