

Friday 23 July 2021

Dear Family Members and Carers,

Due to concerns with the rising cases of COVID-19 in NSW, I would like to update you on the initiatives we will implement should the risk level continue to increase. In addition to our standard precautions, the following could occur:

- Any affected wing in the home or the entire home will be placed in a higher-level precautionary lockdown
- Staff will wear full PPE, including gowns and gloves
- Temperature checks for residents and staff will occur regularly, for example, twice a day
- Group activities within the home will be placed on a temporary hold
- Increased cleaning throughout the home will occur
- When necessary, residents will be served meals in their room

These initiatives will only be implemented should there be a heightened risk of residents contracting COVID-19. They are designed to keep both residents and staff safe and minimise cross-infection wherever possible.

I encourage you to wear a facemask and follow all hygiene procedures and social distancing requirements when you're in the community to ensure you and your family stay healthy and well.

If you have any concerns, please don't hesitate to contact your Residential Manager.

Kind regards,



Allan Waters
General Manager – Residential Services and Retirement Living