

21 May 2020

Dear Residents and Families,

Thank you for your ongoing understanding and support as we care and support the residents of Garden Village during this pandemic.

I am pleased to advise that we continue to see low infection rates on the NSW mid North Coast and no new cases in the Hastings community. We continue to monitor this closely, particularly with increasing infections in the Manning, as people move around the community and café's, restaurants and retail outlets open. We continue to approach the de-escalation or reductions in precautions cautiously using a risk assessment and balanced approach, whilst ensuring resident safety.

There is little change from last week, but by way of confirmation, de-escalation of some services has commenced in the following areas:

1. Visiting in the aged care service

Visiting continues to be enhanced with increasing visits to 30 minutes in the aged care service.

We really need your support regarding Social Distancing when visiting. We have encountered many instances of family members not participating in social distancing when visiting which places their loved ones and all other residents at high risk. Everyone needs to practice social distancing- you will understand that this is not a negotiable item.

We continue to conduct education and training sessions on Infection Control for all families to help ensure the safety and wellbeing of all residents. The sessions commenced Wednesday 20 May 2020. The sessions run for approximately 1 hour and ask that all relatives attend a session.

Please call reception to make an appointment. Sessions are conducted three times a week (Tuesday, Wednesday and Friday) at 10:30am in our community centre.

**Enquiries & Administration**

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2. Respite care in our aged care service has recommenced. We know that carers in the community have been isolated over the last 2 months and we look forward to assisting families with respite care;
3. Recreation trips for the aged care service have recommenced. Initially, residents will be sightseeing rather than attending venues.
4. External entertainers have returned and are performing outside in the aged care service. I know that residents have welcomed the return of entertainers;
5. Quarantine for new residents or residents from hospital or the community has reduced to 7 days. Some isolation remains necessary to capture people that are asymptomatic or not showing flu like symptoms; and
6. Chapel services remain in hibernation, but our Wellness and Pastoral Care Co-ordinator, Tony, is available to provide individual counsel.

As reported last week, we have maintained the takeaway service in the Caf  s but have refrained from sit down service at this stage. I am waiting to see any impact in the community following the opening of Caf  s on 15 May 2020.

Our staff continue to be screened and wear masks to prevent transmission when social distancing is unable to be maintained.

Regional travel will be opening in NSW from 1 June 2020 and we will continue to review any changes to infection rates locally. As I commented last week, I anticipate that the easing of restrictions may be a little reactive as infection rates in the Hastings increase and then decrease, with our precautions reacting accordingly.

Please do not hesitate to contact me with any questions.

Yours sincerely,



Craig Wearne  
Chief Executive Officer