

29 May 2020

Dear Residents and Families,

I write to provide an update on the COVID-19 precautions at Garden Village.

Positively, we continue to see no active cases in the Hastings. There was a small increase of infection rates on the mid north coast from 4 cases last week to now 7 active cases. These cases are located in the Taree and Coffs Harbour regions.

We continue to monitor this closely and approach the de-escalation or reduction in precautions cautiously using a risk assessment and balanced approach, whilst ensuring resident safety.

We continue to consult with residents regarding these precautions and our de-escalation process. I apologise for the repetition, but by way of confirmation, current de-escalation arrangements include:

1. Visiting in the aged care service

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

Further to my comment last week, we really need your support regarding Social Distancing when visiting. We continue to encounter 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 have commenced and 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. We have a local Pipe band attending soon and we all look forward to hearing the dulcet tones from the bag pipes;
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. We are also mindful of this isolation and encourage walking in other spaces during quiet periods;
6. Chapel services are under review with changing government policy. Please remember that our Wellness and Pastoral Care Co-ordinator, Tony, is available to provide individual counsel; and
7. Our Café's will recommence seated service for a maximum of 10 people from 1 June 2020. Social distancing will be maintained with these seating arrangements.

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

It is great that we continue to see low rates of transmission with no cases locally. We may still need to be a little reactive as infection rates in the Hastings potentially increase and then decrease, but our precautions will react accordingly.

I appreciate your support and please do not hesitate to contact me with any questions.

Yours sincerely,



Craig Wearne  
Chief Executive Officer