

16 March 2020

Dear Residents and Families,

I write to you again regarding the Coronavirus or COVID-19 virus.

We have continued to monitor the virus and information from the Department of Health, NSW Health and the Aged Care Quality and Safety Commission regarding the changing nature of the virus.

Garden Village do not currently have people affected by COVID-19 and over the past 3 weeks we have escalated our precautions consistent with advice and good risk management practices. Given the current environment and the spread of the virus across the state, we have now made the following changes and decisions in the interests of our 430 residents:

- All visiting in the aged care service have been restricted for 14 days;
- External entertainment in the aged care service has been postponed;
- Internal entertainment in the aged care service will be increased;
- All Staff and Contractors will be temperature checked daily;
- Respite admissions have been postponed;
- Hospital admissions will continue following medical clearance prior to discharge, but the new resident will be isolated for 14 days; and
- Cafés will remain open but for takeaway service only.

We will implement communication strategies including FACETIME or Skype as alternate ways you can communicate with loved ones. Please contact an RAO in your loved one's section or home if you are interested in communicating in this way. Our RAO's may be a little rusty with this process and I hope you can be understanding during this activity.

In our Retirement Village, we have also implemented the following:

- All events held externally or involving external people on site at Garden Village have been postponed;
- Internal events continue as usual with temperature checks and increased hand hygiene;
- Gates remain closed with PIN access only;
- Residents that have had a hospital admission need to self-isolate for 14 days.
- Residents that have travelled overseas need to isolate themselves for 14 days under a new directive from the Federal Government. Thank you to those residents that participated in the Garden Village policy for the last 2 weeks.
- Cafés will remain open but for takeaway service only.

**Enquiries & Administration**

T: 02 6582 8923 F: 02 6584 5062 E: [admin@gardenvillage.com.au](mailto:admin@gardenvillage.com.au) [www.gardenvillage.com.au](http://www.gardenvillage.com.au) All donations over \$2 are tax deductible

Our previous precautions, including closing all gates to the village; increased hand sanitiser stations at building entrances, encouraging everyone to sanitise and wash their hands remain in place.

We continue to make these decisions and changes as sensible precautions, noting the 430 aged residents living within the Garden Village Community. We are also aware of the strain and potential anxiety associated with this virus and the restrictions in place. We can provide you with additional support to help you during this time- please contact our Director of Care, Libby Harpley and she can refer you to internal or external services. Your GP may also be able to assist.

We are here to support our community and I encourage you to contact myself or Libby Harpley, Director of Care with any concerns or questions on Ph 6582 8923.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Craig Wearne', with a stylized flourish at the end.

Craig Wearne  
Chief Executive Officer