

9 April 2020

Dear Residents and families,

Just short note to update you on the precautions at Garden Village.

Firstly, we do not have COVID-19 at Garden Village and as you may recall we have implemented increasingly proactive precautions with a view of staying ahead of the national spread of the virus and to date have always gone beyond the guidelines provided by the Federal Government. I will be continuing this approach and reiterate the precautions in place:

- All visiting in the aged care service is restricted;
- External entertainment in the aged care service is postponed;
- All Staff and Contractors are temperature checked twice a day (at the commencement and midway through a shift);
- Respite admissions have been postponed;
- All residents, new or existing, following a hospital admission are required to self-isolate for 14 days;
- Residents that have travelled overseas are required to isolate for 14 days;
- Residents and contractors that travelled inter or intrastate by air need to isolate for 14 days;
- Cafés remain open but for takeaway service only;
- Most gates remain closed with PIN access only. We have locked Gate 1 as too many children and other pedestrians were accessing this area when the gate opened; and
- All visitors to the retirement village are to enter via the main reception for screening during reception hours (Mon- Fri 8.30am- 5.00pm and Weekends 8.30am- 3.30pm).

We continue to review the visiting restriction to our aged care service on a weekly basis, but do not anticipate this changing in the foreseeable future noting the expected peak of infections in April (particularly between 7-14 April) and the increased fatality risk for people aged over 70 years. Restricting visitor access is one of the surest ways to prevent aged care residents from COVID-19 infection and preventing the virus from spreading.

Enquiries & Administration

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You can also help us as we manage this peak period of infection in the community:

1. I have previously defined some sensible approaches that provide for aged care service residents and a family member to meet for a short time including face to face discussions (with strong distancing rules applied) and an accommodation option following a 14 day isolation period. Frankly, in this next 3 weeks isolation is the best approach. If you are really longing to see you loved one, please contact Libby Harpley or Cathy Arnold for further details but it is best to wait until this peak is over. I am also pleased that some residents in our aged care service have been able to talk via Skype or FaceTime to their families.
2. I strongly suggest Retirement Village residents participate in similar isolation. This will help reduce the risk of infection with serious illness or fatality. I acknowledge how difficult this can be and Cassie and Sarah have published an April activities calendar that provides interesting activities that people can participate in whilst isolating. I have seen Balcony Bingo in action and I think a fun time was had by all! Grocery shopping can also be organised by Garden Village at no additional cost. Cassie distributed information last week to help residents write down a grocery list which we will then have delivered to you.

We have the resources to assist you as I recently employed two people in the roles of Concierge to help with the increased customer service requirements including deliveries, shopping requirements and screening of employees and contractors. Finally, I encourage everyone to talk to others via the phone, using technology or by practicing social distancing (at least 1.5m or 2 arm lengths); be kind to one another; and to our self-care residents, participate in the activities and competitions that have been arranged. Remain active- walk around the village or for families, your local community and eat healthy meals.

If residents or families want to talk to someone regarding their wellbeing, we can also provide you with additional support to help you during this time- please contact our Director of Care, Libby Harpley and we can refer you to internal or external counselling services.

We are all in this together and I hope everyone enjoys the Easter period and the different way we will celebrate with family and friends- Happy Easter!

Yours sincerely



Craig Wearne
Chief Executive Officer