

23 March 2020

Dear Residents and Families,

What an extraordinary month March 2020 has turned out to be as I write to update you on precautions at Garden Village regarding the COVID-19 virus.

Firstly, we do not have any COVID-19 cases at Garden Village and the team and I are working hard to maintain the level of protection we have been implementing over the last 4 weeks. Garden Village has been escalating our 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.

On 16 March 2020, we commenced more rigorous proactive strategies, including:

- All visiting in the aged care service was restricted for 14 days. This decision will be reviewed on 30 March 2020;
- External entertainment in the aged care service was postponed;
- All Staff and Contractors are temperature checked daily;
- Respite admissions have been postponed;
- All residents, new or existing, following a hospital admission will need to self-isolate for 14 days;
- Residents that have travelled overseas need to isolate for 14 days;
- Cafés remain open but for takeaway service only; and
- Gates remain closed with PIN access only.

Today, given recent infections from inter and intrastate air travel, I am extending a 14 day isolation requirement to residents, staff and contractors that have travelled in this way.

Thank you to our residents, families and the broader community for their cooperation, understanding and patience as these measures have been implemented. The team and I are most thankful for your support.

The Prime Minister's comments and the changes described last night do not extensively impact our operations. I am however mindful of the sustainable nature of the restrictions on our residents, particularly social isolation and more practical issues, such as our self-care residents obtaining groceries and other consumables. In response to these concerns, we have implemented FaceTime and Skype as alternate ways you can communicate with loved ones. Our Internal entertainment in the aged care service has been increased and will be increased further in the coming weeks so that our residents remain active.

Also, we are available to assist with grocery shopping for self-care residents whether it be online shopping or undertaking grocery shopping for a small fee. Please contact Jacqui in the Wellness Centre for more information.

**Enquiries & Administration**

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Finally, we are currently being inundated with information from all forms of media and it's this information overload that can contribute to people feeling worried, overwhelmed and anxious about the current situation. I encourage everyone to be mindful of your wellbeing- 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 me 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