

2 April 2020

Dear Residents and Families,

I write to update you on COVID-19 management at Garden Village.

Garden Village continues to manage our care and precaution measures 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.

It is important to note that Garden Village does not have any cases of COVID-19 and over the last five weeks we have implemented increasingly proactive precautions, including:

- 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;
- Gates remain closed with PIN access only; 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 have reviewed the restrictions on visiting in the aged care service and have made the difficult decision to extend this restriction. We will continue to review this restriction on a weekly basis but in considering this matter we looked at visitation and the increased risk this brings to the spread of the virus to our 430 aged residents; the anticipated peak in community infections in April; State and Federal Government policy; the increased fatality of people over 70 years of age with this virus; and advice from our local medical practitioners and partners. Restricting visitor access is one of the surest ways to prevent aged care residents from COVID-19 infection and preventing the virus from spreading.

We are continuing to look at sensible approaches that allow 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. Please contact Libby Harpley or Cathy Arnold for further details. I am also pleased that some residents in our aged care service have been able to talk via Skype or FaceTime to their families and appreciate everyone's patience with this strategy.

Enquiries & Administration

T: 02 6582 8923 F: 02 6584 5062 E: admin@gardenvillage.com.au www.gardenvillage.com.au All donations over \$2 are tax deductible

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

Some services at Garden Village have unfortunately been required to hibernate. The Beautician at Garden Village went in hibernation last week to comply with evolving Government policy, but the Hairdresser and shop remain open with restrictions of no more than 2 people in the space at one time, and social distancing practices continue.

We have also had to hibernate many services in the Village including the Men's Shed; Village Connections; Self Care lunch events (this is now a takeaway service); Pool and Gym services; Library; and Community spaces. I look forward to these services coming out of hibernation in the coming months. Positively, we are increasing lunch and dinner options for self-care residents with increasing days of service for our hot lunch and restaurant service from Waterfalls Restaurant. The lunch service will be provided on a Tuesday and Friday, whilst the dinner service will now be provided every Thursday. All services are takeaway only.

I encourage all self-care residents to now stay within the Garden Village community as we move towards a peak of infections in April. Garden Village is ready to provide additional support to assist with grocery shopping for self-care residents whether it is online shopping or undertaking grocery shopping for a small fee. We also suggest Pharmacy and other purchases are delivered to our main reception for either pick up or we can distribute to you. Please contact Jacqui in the Wellness Centre for more information.

I continue to 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



Craig Wearne
Chief Executive Officer