

22 April 2020

Dear Residents and Families,

I hope everyone enjoyed their Easter celebrations, albeit a very different event to previous years.

COVID-19 unfortunately continues to dominate society and events. Sadly, we have also recently seen COVID-19 outbreaks in aged care services with many residents affected. Garden Village has implemented precautions to prevent COVID-19 entry into the service which we continue to review and evaluate based on the evolution of the virus and newly identified strategies to prevent infection. Our current precautions include:

- All visiting in the aged care service is restricted;
- 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, and following a hospital admission are required to self-isolate for 14 days;
- Staff, residents and contractors that have travelled overseas; or travelled inter or intrastate by air are required to isolate for 14 days;
- Cafés remain open but for takeaway service only;
- All 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;
- Staff wear cloth masks at all times in an aged care service. It is just not practical or possible for single use surgical masks to be used in these circumstances, noting the number of interactions and the large number of masks required daily; 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 utilise a proactive approach to these precautions and as recently demonstrated in other aged care services, staff entry in a restricted visiting environment presents as the most likely source of entry. All staff within Garden Village want to prevent this from occurring. To further reduce this risk all staff and contractors entering Garden

Enquiries & Administration

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Village will now be completing a daily questionnaire to identify and seek assertion that they are well and have no signs or symptoms of the virus.

We have also recently heard in the media that Government will likely start relaxing isolation rules in the next 4 weeks. Given the terrible impact of the virus in aged care services I do not anticipate our services will be included in this relaxation of policy for some months. Aged care will likely to be one of the last services to be unrestricted. We may also see some small increases in infection as more people are out and about. Consistent with my previous messaging, I continue to encourage caring from a distance with isolation the best approach. However, 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 also encourage people to use technology to communicate and I have seen the wonderful smiles and positive effects this brings. Please contact one of our many RAO's to arrange some 'Face Time' with your loved one.

Finally, I hope that everyone remains physically and emotionally well. I have previously defined how I am humbled by the absolute resilience I see in our residents with many living through previous tough times that my and other generations have not had to bear. However, everyone has some fragility and I encourage anyone that wants to have a confidential chat about their situation to contact Libby Harpley, our Director of Care.

Please do not hesitate to contact me with any questions and I look forward to again writing to you and updating you on this situation and the better times ahead.

Yours sincerely,



Craig Wearne
Chief Executive Officer