

6 May 2020

Dear Residents and Families,

I write to provide a further update on the COVID-19 virus as it relates to Garden Village.

It is good to read that the numbers of infected people continues to remain low with little to no community transmission in the Hastings region at the moment. Practically, this will unfortunately change with the easing of community restrictions in the coming weeks as we see more people travel around the state; move around the community; and as the colder weather brings the normal cold and flu season which experts believe will make it more difficult to track the COVID virus.

We have also seen the devastating effects the virus has in an aged care service and how rapidly and easily many can be affected. We are not invulnerable to the virus and as people move around more we will likely see increased numbers. For this reason, I do not expect the precautions at Garden Village to ease for some time.

The planned visiting arrangements are working well and we are receiving positive feedback from all involved- thank you. Just a reminder, the planned visiting arrangement includes the following:

- A limit of 2 people for a 15 minute time period Monday to Friday commencing at 10.30am;
- Visiting time will be held in the community centre and you will need to be screened at our reception area;
- Contact our reception to make an appointment for visiting so that social distancing principles can apply; and
- Please also remember that influenza vaccination is a mandatory requirement to enter an aged care service from 1 May 2020.

This Sunday (the second Sunday in May) is a very special day indeed- Mother's Day! Although we are gearing up for weekend visiting, we have planned for visiting on this very special day. It is a little different this year, but we have organised the following:

- Mother's Day visiting is planned between 9.00am until 3.30pm

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

- An appointment (through our reception) is unfortunately required so that social distancing and other safety precautions can be maintained;
- All other visiting precautions as noted above apply.

We continue to learn lessons on this virus from other aged care services on improved infection control procedures, staffing, and other management approaches. This may include the temporary relocation of a resident to isolate and keep them safe if somebody becomes unwell.

Retirement Village residents have also been seeking clarification on visiting arrangements. The NSW Government have recently relaxed visiting restriction in the general community to allow 2 family members and their children to visit for care or support reasons. Garden Village has 430 people aged 70 years or more and to reduce the risk of virus transmission we are using the following approach:

- All visitors into your home must firstly be screened by our concierge during reception hours (Mon- Fri 8.30am- 5.00pm and Weekends 8.30am- 3.30pm).
- Visitors must also wash their hands prior to entering our community or your home

I remain most thankful for your support as we continue to review and evaluate our precautions.

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 next week.

Yours sincerely,



Craig Wearne
Chief Executive Officer