

15 May 2020

Dear Residents and Families,

Thank you for your ongoing understanding and support as we care and support the residents of Garden Village during this pandemic.

We continue to see de-escalation of precautions in the community with low infection rates in the Hastings. This is very positive and I know that many people have COVID-19 fatigue and are keen to return to some normality. We also understand the well documented devastating effects this virus has in an aged care environment and the ease at which it spreads. With this in mind, a balanced approach to de-escalation is required that ensures we are de-escalating or reducing our precautions whilst ensuring resident safety.

In order to maintain a balanced approach, we will be using the following approaches to the de-escalation of precautions at Garden Village:

- All de-escalation will be based on the rate of infection in the Hastings community; the NSW mid north coast; and the overall rate in NSW;
- We will not be rushing to open services quickly without thorough consideration and review of infection rates and government policy; and
- The Outbreak Management team, consisting of the Director of Care, Deputy Director of Nursing, Medical Practitioners, and Registered Nurses will review and manage a De-escalation Plan.

On balance, a sensible de-escalation of some services has commenced in the following areas:

1. Visiting in the aged care service

Visiting continues to be enhanced by increasing visits in the aged care service to 30 minutes. We will be conducting education and training sessions on Infection Control for all families to help everyone ensure the safety and wellbeing of our residents. The sessions will be commencing Wednesday 20 May 2020. The sessions will run for approximately 1 hour. We ask that all

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relatives attend a session prior to visiting their loved one inside Garden Village.

Please call reception to make an appointment. Sessions will run daily at 10:30am in our community centre with a maximum of 9 participants.

2. Respite care in our aged care service is recommencing. We know that carers in the community have been isolated over the last 2 months and look forward to assisting families with respite care;
3. Recreation trips for the aged care service will recommence. Initially, residents will be sightseeing rather than attending venues.
4. External entertainers are performing outside in the aged care service. Outdoor concerts have commenced and have been welcomed by many residents; and
5. Isolation for new residents or residents from hospital or the community has reduced to 7 days. Some isolation remains necessary to capture people that are asymptomatic or not showing flu like symptoms.

There are no changes to the retirement village precautions this week. Again, based on our balanced approach, we have not implemented sit down service for the Café's but foresee changes in the coming weeks.

I anticipate that the easing of restrictions may be a little bumpy as infection rates in the Hastings increase and then decrease, with our precautions reacting accordingly. Overall, I look forward to an increasingly normal environment whilst ensuring the safety and wellbeing of residents at Garden Village.

I look forward to again writing to you and updating you next week. I am also sorry that I have not been as visible as normal given the workload this pandemic has created. I am always available for a chat over the phone or an outdoor catch up.

Please do not hesitate to contact me with any questions.

Yours sincerely,



Craig Wearne
Chief Executive Officer