

18 March 2020

Dear Residents and Families,

To date, our decisions regarding precautionary measures for the evolving COVID-19 virus go beyond the guidelines provided by the Federal Government. We have undertaken these proactive approaches first and foremost in the interest of our residents and their health, safety and welfare. We have also taken in consideration the ongoing advice from the Department of Health, NSW Health, and the Aged Care Quality and Safety Commission.

Garden Village do not currently have people affected by COVID-19 and over the past 3 weeks we have escalated our precautions consistent with advice and good risk management practices. With the ongoing evolution and spread of the virus, we commenced the following proactive strategies on Monday 16 March 2020:

- All visiting in the aged care service has been restricted for 14 days. This decision will be reviewed on 30 March 2020;
- External entertainment in the aged care service has been postponed;
- Internal entertainment in the aged care service has been increased;
- All Staff and Contractors will be temperature checked daily;
- Respite admissions have been postponed;
- Hospital admissions will continue following medical clearance prior to discharge, but the new resident will be isolated for 14 days; and
- Cafés will remain open but for takeaway service only.

We are implementing communication strategies including FACETIME or Skype as alternate ways you can communicate with loved ones. Please contact an RAO in your loved one's section or home if you are interested in communicating in this way. Our RAO's may be a little rusty with this process and I hope you can be understanding during this activity.

In addition, we are also arranging limited visiting hours for residents in our aged care service. We are identifying a location outside the aged care section in which you can visit your loved one and we will be able to manage bookings for 1 resident in each section (Garden Lodge, Westerweller and WinterGarden) every hour during business hours. Although this is limited we are working hard to maintain contact between residents and families whilst also implementing precautions to resident health and safety.

In our Retirement Village, we have also implemented the following:

- All events held externally or involving external people on site at Garden Village have been postponed;
- Internal events continue as usual with resident temperature checks and increased hand hygiene;
- Gates remain closed with PIN access only;
- Residents that have had a hospital admission need to self-isolate for 14 days;
- Residents that have travelled overseas need to isolate themselves for 14 days.

Enquiries & Administration

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Our previous precautions, including closing all gates to the village; increased hand sanitiser stations at building entrances, encouraging everyone to sanitise and wash their hands remain in place.

We continue to make these decisions and changes as sensible precautions, noting the 430 aged residents living within the Garden Village Community. We are also aware of the strain and potential anxiety associated with this virus and the restrictions in place. 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.

Thank you to our residents, families and broader community for their cooperation, understanding and patience at this time.

We are here to support our community and I encourage you to contact myself 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