

20 August 2021

Dear Residents and Families,

We have frequently written to you this week with developing COVID events in Port Macquarie and surrounding areas.

Today we were advised of 2 locations of concern in Port Macquarie (Little Shack café and Bunnings). We were also previously aware of COVID fragments in the Port Macquarie treatment plant and that the stay at home order was extended until 28 August 2021.

We have today strengthened our screening process and reintroduced our concierge service improving our screening and eliminating delivery people walking through the aged care service. We previously escalated our other precautions and we continue to maintain these risk based strategies, including:

1. Visiting- Visiting is restricted to *Partners in Care* that reside in the Port Macquarie local government area;
2. All other visitors are excluded for the moment;
3. Where a resident is nearing the end of life visiting is able to be maintained with one person visiting at any one time. This can be discussed personally to ensure the dignity and respect of the resident and family is maintained;
4. External bus trips have been ceased consistent with the Stay at Home orders;
5. Garden Village café's remain open for takeaway service only; and
6. The Hairdresser is closed consistent with the reduced retail trading direction.

I recently thanked family for engaging with us regarding the wellbeing of residents with reduced visiting. The team continues to work extremely hard to maintain activity, conversation, togetherness and community within all aged care sections. Thank you to the people that reached out regarding video conferencing. I have forwarded your details to the recreation activities / lifestyle officers. Please come back to me with any concerns

**Enquiries & Administration**

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Please do not hesitate to contact me, Taryn Robinson, Executive Manager of Clinical Services or Marsha Blackbell, Infection Prevention Lead with any other questions.

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