

Date: 25 March 2020

At Warrigal, the health and safety of our residents and staff in our care homes and communities is our number one priority. The rapidly changing COVID-19 situation has required us to continually review our processes for visitors. We want to ensure that we are doing everything we can to prevent COVID-19 from entering our homes.

As a result, from today, **NO VISITORS** will be allowed to enter any care home at Warrigal, unless it is to visit someone who is receiving palliative care. This would still need to be arranged prior to your visit directly with the Manager of the home.

We have taken this decisive step and consider it necessary as the number of confirmed cases of COVID-19 in NSW continues to increase; we risk the potential of the virus entering our homes with the large number of visitors coming to visit each day.

We do understand how important it is for our residents to stay connected with loved ones particularly during this difficult time, and urge you to consider the provision of mobile devices to your family member as a priority. We would appreciate it if you advise your local management team if you intend to pursue this option.

To further ensure the safety and well-being of our residents and staff, we have also taken other measures by:

- Implementing a strict protocol for staff at the beginning of each shift which includes having their temperature taken and hand hygiene practices observed
- Advising Care Staff who work at multiple locations to be permitted to work at only one care home
- Reconfiguring our dining rooms to comply with social distancing rules during meals; and
- Putting a hold on all entertainers from entering the homes

These additional actions reflect the escalating movements of the Government and have been placed to ensure that we remain focused on our main priority – to protect our residents and our staff.

I appreciate your understanding with this matter, and apologise for the inconvenience that these new restrictions will cause. We know that you would want to play your important part in stopping this virus. We will continue to communicate with you regularly to ensure that you are aware of any future changes or developments.

Yours sincerely

Craig Smith

Executive Leader – Service Integrated Communities, Warrigal