

Thursday 12 March 2020

Dear Residents, Families and Friends,

COVID-19 (CORONAVIRUS) UPDATE

Firstly, thank you to everyone for your ongoing support during this challenging time. Your adherence to the new visiting hours and stringent hand hygiene is much appreciated. In keeping with our duty of care to our residents and to our staff we have made the following further updates to our infection control policy:

Visitors

On Friday our General Manager, Joseph Bender, communicated with you via email regarding our decision to place the Buggles Childcare visits on hold until further notice. In addition, we now ask that any child under the age of 15 does not visit The Richardson for the foreseeable future. We have opted to err on the side of caution, and have implemented this change because of the following reported risks:

1. Younger children may not be able to express that they are unwell.
2. They may not understand the importance of hand hygiene or effective hand washing techniques.
3. They are more likely to socialise in larger groups with other children.

We understand the importance of staying in touch with loved ones and are urgently investigating video conferencing options for residents who don't have access to such services on their personal devices.

May we also remind you that any visitors who have travelled to high or moderate risk countries should not visit The Richardson for a period of 14 days following their return, with or without symptoms, unless otherwise cleared through testing by a medical practitioner.

Meanwhile, when visiting please ensure you:

1. Read and agree to the conditions of entry.
2. Sign the visitors register at Concierge.
3. Use the onsite hand sanitiser before entering the elevator.
4. Only visit during our extended concierge hours.

Furthermore, at this time, we strongly encourage residents, families and staff to refrain from attending large gatherings where there is a higher risk of COVID-19 transmission.

We continue to closely monitor official advice from the Department of Health and are committed to keeping you informed of any relevant updates. Please do not hesitate to contact our Operations Manager, Claire Ryan, Clinical Nurse Coordinator, Rama Bunduka or one of our registered nurses if you have any questions. Mr Bender is currently on planned leave.

Kind regards



Michelle De Ronchi

CEO, Oryx Communities

For further information

Please find below links to official information sources:

Residential Aged Care Update

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-residents-of-residential-care-services-family-members-and-visitors>

Coronavirus Daily Health Alert

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>