

Monday, 16 March 2020

Dear Residents, Families and Friends,

COVID-19 (CORONAVIRUS) UPDATE

We understand that this is a challenging time for everyone and sincerely appreciate the support you have demonstrated in regards to our strict infection control procedures. Every decision we make is carefully considered and always in the best interest of our residents and your loved ones. In light of the most recent communication from the Prime Minister, in addition to the Aged Care Minister, Richard Colbeck's, request for residential aged care providers to limit visits effective from today, we have made the following updates to our infection control policy:

Visitors

We have made the difficult decision to reduce resident visitors to **two** nominated immediate family members who:

- are well and have not travelled internationally;
- have not been in contact with anyone at risk of having COVID-19; and
- are vigilantly practicing social distancing.

Please discuss this very important decision with your family and advise Concierge of your nominated family members as quickly as possible.

We are also further restricting our visiting times as per the following:

Visiting Hours, Morning: 8:00am – 10:00am

Visiting hours, Afternoon: 2:00pm – 4:00pm

We ask that visitors reduce the duration of their visits and only visit in your residents' room to minimise risk.

Residents

In order to keep our community safe we consider it appropriate to limit all external outings to essential health appointments only. We realise the impact this change may have and appreciate your support in protecting our community.

We will assess these requirements on an on-going basis, as we understand the importance of social interactions for an individual's wellbeing. Furthermore, we encourage families of residents capable of utilising a smart device to consider providing one to facilitate video calls with loved ones.

Staff

As per previous updates we are constantly communicating with our staff re COVID-19 risk management including the importance of practicing social distancing outside of the workplace. Our staff have completed additional hand hygiene and COVID-19 awareness training and are committed to the health and safety of everybody at The Richardson.

We continue to closely monitor official advice from the Department of Health and are committed to keeping you informed of any relevant updates and necessary changes that we are required to put in place. Please do not hesitate to contact our Operations Manager, Claire Ryan if you have any questions on 9381 2800.

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>