

Monday, 23 March 2020

Dear Residents, Families and Friends,

COVID-19 (CORONAVIRUS) UPDATE

Over the weekend the Prime Minister announced a number of new measures to protect Australians from COVID-19 (Coronavirus).

In reviewing the rapidly evolving situation and to ensure our residents safety and wellbeing is at the centre of our decision making we have made the difficult decision to:

Restrict all visitors from, Tuesday 24th March at 10:00am.

That is, no visitors will be permitted into The Richardson Aged Care after the 8:00am – 10:00am visiting hours tomorrow. Special consideration will be given to palliative residents including additional visitation.

We understand that you and your loved ones are concerned about what the future holds and we want to reassure you that we are well prepared to care for our residents. We have a comprehensive infection prevention and control program in place for residents and staff, and have an adequate supply of clinical, cleaning and food products.

As always our first priority is our residents. We understand the impact of not having physical contact with family and friends and whilst we cannot replace visits from loved ones we have implemented a number of measures to find ways to stay connected. These include:

- A revised lifestyle program to provide additional resources and support to our residents, including one-on-one activities.
- Our staff will facilitate, wherever possible, video calls for residents including FaceTime and Skype.
- We have purchased tablets for shared use, for those residents who do not own a smart device to facilitate video calls with loved ones. These devices can be booked via concierge and will be sanitised between use.
- We remind you that our TVs are preloaded with the latest release movies, documentaries and virtual tours that our staff can help residents access.

- In addition the 'My Family' photo sharing app is available for families to instantly share photos and messages with residents. If you haven't already, please download the 'Swift My Family' App from the App Store or Play Store.

Please be mindful that our team are doing their very best in very difficult circumstances and we appreciate your patience and understanding during this time.

If you have any questions or concerns please don't hesitate to contact our General Manager, Joseph Bender.

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>