

Monday, 9 March 2020

Dear Residents, Families and Friends,

COVID-19 (CARONAVIRUS) UPDATE

Further to our letter of last week, we continue to closely monitor official advice from the Department of Health in relation to COVID-19, both advice of a general nature, and specific advice applicable to The Richardson. We are committed to keeping our wider community informed, and to this end, provide the following update:

Travellers and visitors

In addition to identifying and imposing travel restrictions on countries deemed to be higher risk, the Australian Government considers a number of countries, including Cambodia, Hong Kong, Indonesia, Japan, Singapore and Thailand to be at moderate risk for COVID-19.

They are advising that if you have recently travelled to these countries you should monitor your health for 14 days after leaving that country, and if you develop a fever or cough, to seek medical advice without delay and isolate yourself.

In keeping with our duty of care to our residents and to our staff, we have opted to err on the side of caution, and will require any staff who have visited these countries to self-isolate for a period of 14 days, whether they experience any related symptoms or not.

We are also asking visitors who have travelled to moderate or high risk countries not to visit The Richardson for a period of 14 days following their return. We appreciate that this may be difficult in the short term, however our highest priority is the safety of our residents, your loved ones and our staff.

We also ask that should anyone believe that there could be a remote chance that they could have come into contact with anyone who has, or may be infected with the Coronavirus, to inform us and seek medical advice, again, whether you display symptoms or not. Currently we have one staff member and one resident who, while not considered to be at risk by Department of Health, are following these precautionary guidelines and are in voluntary isolation.

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-and-family-members>

Coronavirus Daily Health Alert

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

These sources remind us that Australia is well prepared, with a first class health system and a range of interventions to minimise transmission of the virus. That said, we will continue to take all appropriate measures, at times more onerous than recommended, to protect our wider community.

As we continue to monitor the Coronavirus situation, we undertake to keep you informed of any relevant updates. In the interim, please do not hesitate to contact our General Manager, Joseph Bender, Operations Manager, Claire Ryan, Clinical Nurse Coordinator, Rama or one of our registered nurses.

Kind regards



Michelle De Ronchi
CEO, The Richardson