

Wednesday, 15 April 2020

Dear Residents, Families and Friends,

COVID-19 (CORONAVIRUS) UPDATE

Over the Easter long weekend we were relieved to see the continued reduction in new COVID-19 cases in Western Australia. Yesterday, in response to the numbers, our Premier, Mark McGowan, advised that “We are seeing amazing results in our battle against COVID-19. But I need to ask you to not become complacent. Stay home, keep up the social distancing and vigilant hygiene.”

We have reviewed all information available and at this time our position on visitation has not changed. The safety and wellbeing of our residents is always our top priority and consequently we must err on the side of caution. We understand that you and your loved ones may be concerned about the potential impact of physical isolation, as are we. Accordingly we have made increases to our lifestyle team and resources including a number of initiatives such as The Window of Love and access to video calls to provide additional support.

We are constantly reviewing the situation and will notify you of any changes to our COVID-19 measures.

A new change we are implementing is how we treat items coming into The Richardson. We have been touched by the number of care packages being delivered to The Richardson and thank you for staying connected with your loved ones. Please note we must be able to treat all items with sanitiser, commercial washes or quarantine.

Following is a list of items that we can receive and treat:

- Sealed drink containers in glass, metal and plastic
- Medication in a plastic bag
- Pre-packaged food - nothing home cooked or unwrapped
- Plastic packaged/sealed magazines and newspapers
- Clothing – will be washed and labelled by us and then delivered
- Toiletries
- Flowers wrapped in plastic cover that can be disposed
- Books and puzzles may be brought in but will need to be quarantined for 48 hours prior to providing to the resident.

If you are unsure of a package you want to send please don't hesitate to contact our General Manager, Joseph Bender to discuss.

2020 Influenza (Flu) Quadrivalent Vaccinations

We have now commenced our resident influenza vaccination program to protect against this virus. For those who have not provided consent for the vaccine, please do so as soon as possible if you wish for yourself or your loved one to be vaccinated.

Please also be aware that from 1st May 2020, the Department of Health has issued new directives in relation to all visitors (including staff, visitors, health practitioners and volunteers) to aged care homes. This directive requires **all visitors** must be vaccinated **prior** to visiting an aged care home from 1st May 2020. In preparation for any future visits post Covid-19 restrictions easing, anyone intending to visit must have had the flu vaccination, including children. Any visitor that is not vaccinated and/are not able to provide proof of vaccination (medical certificate/statement) will not be allowed in the building.

We ask that responsible family members to inform the wider family members and ad hoc known visitors of our residents so that everyone is aware well before they attempt to visit.

Our annual staff influenza vaccination program has commenced and we are communicating with our visiting contractors to ensure they also are vaccinated prior to coming onsite.

You can discuss your eligibility for the free flu vaccine with your GP.

Please see the fact sheet link on Influenza vaccination requirements:

https://www.health.gov.au/sites/default/files/documents/2020/04/coronavirus-covid-19-restrictions-on-entry-into-and-visitors-to-aged-care-facilities_1.pdf

We have also shared the factsheet on our COVID-19 page on our website. Visit <https://www.therichardson.com.au/covid-19-update/> for our latest COVID-19 updates and links.

Kind regards

Michelle De Ronchi
CEO, Oryx Communities