

Monday, 30 March 2020

Dear Residents, Families and Friends,

COVID-19 (CORONAVIRUS) UPDATE

The Prime Minister advised yesterday that all Australian's over 70 should practice 'self-isolation at home to the maximum extent practicable for Australians'.

This is in line with the measures we have already put in place at The Richardson including a growing Lifestyle team to assist with social distancing and hygiene requirements during activities and provide additional one-on-one sessions for our residents.

To further support our residents during this time of physical isolation from loved ones we are pleased to advise that we have installed:

The Window of Love.

At the entrance to The Richardson we now have a designated area for our residents to see their family and friends in real time, whilst speaking to them via their phone or our phone service.

If you wish to book time at the window with your loved ones please speak to Concierge. Guidelines for using the window are as follows:

- No ad hoc visits. All visits must be booked through Concierge.
- Visiting times are on the hour during Concierge hours for a maximum of 30 minutes. This will allow enough time for our team to disinfect the seating area and window between visits.
- Maximum of 2 visitors per booking as per government outdoor gathering restrictions.
- Visitors are to use the hand sanitiser provided when they arrive and as they leave The Window of Love.
- Visitors must follow social distancing and hygiene guidelines including coughing into their elbow and dispensing of any tissues/rubbish.
- The Window of Love, will continue unless there are further changes/directives from the State or Federal Government or if people do not abide by these guidelines to keep our community safe.

As always, the safety and wellbeing of our residents and staff is at the center of our decision making and we sincerely thank you for adhering to our stringent measures.

For the latest COVID-19 information and facts you can download the Australian Government Coronavirus App via the App Store or Google or add the Australian Government Coronavirus number +61 400 253 787 to your WhatsApp contacts.

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