

Wednesday, 13 May 2020

Dear Residents, Families and Friends,

COVID-19 (CORONAVIRUS) UPDATE

It has been really encouraging to see the reduced community transmission and small numbers of Western Australians now with COVID-19. Everyone should be commended on this achievement and we thank each of you for your efforts to help contain COVID-19 and keep our community here at The Richardson safe.

Yesterday, the 'Industry Code for Visiting Residential Aged Care Homes during COVID-19' was released, to guide visits during the COVID-19 pandemic. This code was developed in consultation with 13 aged care peak bodies, consumer advocacy organisations on the advice of COTA (Council for the Ageing) Australia.

We are pleased that the visiting procedures already in place at The Richardson are in line with the new code and we sincerely thank our staff, residents and their loved ones for your continued patience, understanding and support during this challenging time.

Following the release of the industry code, one adjustment to our current visitation policy is that the two visitors received by a resident each day now do not need to be a nominated family member. Rather 'Visitors include any person a resident chooses to see including their family, family of choice, friends, religious or spiritual advisors'. We will therefore now accept visitation bookings as advised by our residents and/or their guardian/representative.

At this point in time, our visits will remain by appointment, in the café, for a maximum of 30 minutes. This is to allow as many people as possible to visit our residents as safely as possible. We are investigating quieter times in the week when we may be able to extend the visit duration. In any event, please remember that while visits with loved ones are restricted you can continue to connect with them through the following:

- Arrange video calls directly with your loved one or via Concierge.
- Book a time to speak with and see your loved one at 'The Window of Love', bookings via Concierge.
- Upload daily photos and messages using the Swift My Family App.

If you are feeling unwell, displaying cold or flu symptoms, have COVID-19 or have been in close contact with a confirmed/suspected case of COVID-19 please inform us immediately and refrain from visiting or using The Window of Love.

Signs and symptoms of Covid-19

A reminder for everyone to look out for common COVID-19 signs and symptoms including:

- cough - dry and persistent
- shortness of breath
- fever (body temperature above 37.5 degrees Celsius)
- headache
- fatigue (tired/low energy).

In addition, there is now evidence that the elderly may present with less common signs and symptoms including:

- increased confusion
- worsening conditions of the lungs
- loss of appetite
- loss of smell and/or taste (where previously intact).

Our team are trained to observe for all signs and symptoms of COVID-19, and are taking every precaution to keep our residents and themselves safe. If you also notice any of these signs and symptoms please let us know as soon as possible.

Our COVID-19 Outbreak Plan

The safety and wellbeing of our residents is always at the center of our decision making. We have a detailed outbreak plan in place in the event of a suspected or confirmed case of COVID-19 that is regularly updated and reviewed.

Some of the key steps have been included below to keep you informed of what this would mean for our residents and families, should we need to implement our plan.

- The suspected or confirmed resident will be temporarily moved to Level 5 or to a hospital if specialized care required.
- Residents on the same floor as the suspected/confirmed case will need to remain in their rooms until the suspected case is confirmed or cleared.
- Our well residents will be required to remain on their respective floors.
- Additional Personal Protective Equipment (PPE) will be provided to the staff. Our staff have been trained on how to correctly use PPE.
- We will also be provided with advice, support and directives from WA Health Department and Commonwealth Department of Health to assist us to safely manage the care of everyone.

If you do have any concerns please don't hesitate to contact our General Manager, Joseph Bender. Alternatively, local support is available for residents or family, or advocacy through OPAN (Older Persons Advocacy Group).

You can access the Industry Code and all our COVID-19 updates via our website, <https://www.therichardson.com.au/covid-19-update/>

Thank you once again for your ongoing support during this time, please take care and stay safe.

Kind regards



Michelle De Ronchi

CEO, Oryx Communities