

Friday, 10th July 2020

Dear Residents, Families and Friends,

COVID-19 (CORONAVIRUS) UPDATE

We are pleased to inform you that the Western Australian Government have reviewed the directions for Visitors to Residential Aged Care Facilities.

With these changes to the Directions (No 3) we are now able to relax some visitation restrictions as detailed below:

- All visits to occur during current Concierge hours:
 - **Monday – Friday 0830 - 1630**
 - **Weekends and Public Holidays 0930 - 1530**
- Up to three visitors are now able to visit residents in their rooms, duration of in-room visits need to be within Concierge hours.
- For Café visits, we will continue to arrange these by booking with the Concierge and will have to be time limited to enable us to ensure we can comply with physical distancing and the 2 meter per person space requirements.
- Children are no longer automatically excluded.
- Visitors are required to comply with the instructions of the facility.
- Explicit exemption for medical contraindication for influenza vaccination for visitors (we do require written evidence from treating medical practitioner).
- Services should only be provided in person in the home if they are not practicable/able to be provided by telehealth or some other adaptive model of care.

Unchanged are the following requirements of all visitors (including children), visitors should only visit the home if they:

- are well (no signs/symptoms of acute respiratory infection such as sore throat, cough, running nose, shortness of breath, fever or chills);
- have not travelled internationally/interstate in the previous 14 days;
- have not had contact with anyone at risk of, or confirmed as having COVID-19;
- are able to vigilantly practice physical distancing, hand hygiene and cough/sneeze etiquette; and
- have received, and can provide written evidence of, their 2020 influenza vaccination or exemptions.

Outings

We will continue our current practice of undertaking a risk assessment and approval process. We request these outings also occur during Concierge hours (leaving and arriving back within these times).

Please understand that as a Residential aged care provider we must take responsibility for the health of visitors and staff to whom we grant entry, to protect our most vulnerable community members.

I would like to thank everyone for your ongoing support, patience and understanding, together we have been able to ensure you, our residents and staff safety.

I look forward to seeing you at The Richardson.

To read the complete statement please visit this link on our website www.therichardson.com.au/covid-19-update/.

Stay well and safe.

Kind regards



Michelle De Ronchi

CEO, Oryx Communities