

Tuesday 23<sup>rd</sup> June, 2020

Dear friends,

This letter follows my letter of 12<sup>th</sup> June, 2020 and contains important information about changes to our COVID-19 Visitor Policy. It is being distributed to our residents and their families and representatives, our workforce including our volunteers and contractors, company members, local general practices, and the wider community.

### **Changes to NSW public health orders in relation to residential aged care**

The rules in relation to access to aged care facilities have changed. I am pleased to announce that the new rules allow us to relax some of the restrictions that have applied to visitors and residents.

From today:

- Spouses and immediate family are not subject to any limit on the length of their visits
- For other visitors we are increasing the maximum length of visits to 2 hours
- Children under the age of 16 years will be permitted provided they are supervised and adhere to requirements for social distancing and personal hygiene
- Visitors will not be supervised by staff
- Visitors will be screened by postcode to ensure they are not coming from areas with known community transmission
- Residents being admitted or re-admitted will not be subject to 14 days isolation provided they have recently tested negative for COVID-19 and are not coming from an area with known community transmission (other appropriate infection prevention practices may be required based on clinical assessment by medical staff prior to admission)
- Visitors will be required to wear a surgical mask (except in the Visitor Pod at Burradoo)

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Visits continue to be subject to:

- Social distancing, hand hygiene and cough etiquette
- A limit of a maximum of 2 people per visit
- Screening on current health status to ensure unwell visitors do not enter the home
- Providing evidence of a current influenza vaccination or a medical certificate in the approved form (<https://www.health.nsw.gov.au/Infectious/covid-19/Documents/flu-medical-form.pdf>) certifying contraindication to the influenza vaccine
- An appointment

From 1 July 2020:

- Subject to a risk assessment for each outing and approval from the Director of Nursing, residents may leave the home to attend small family gatherings (other social outings are not permitted, except scenic bus tours)

We will continue to monitor the local risk environment and reserve the right to return to a higher level of protection without notice e.g. if we have an outbreak or identify a cluster in the local community. We are committed to adjusting our precautions to ensure they are proportionate to the risk, and to applying our visitor policy with compassion.

I will not burden you with a longer letter today. Our ability to further ease restrictions depends on everyone playing their part with social distancing and personal hygiene. I take this opportunity to express sincere gratitude to the majority who have selflessly endured great hardship for the common good.

It is five months since the first COVID-19 case was diagnosed in Australia and more than three months since Harbison introduced restrictions to protect our residents. In the absence of a vaccine, we will be living with COVID-19 for the foreseeable future. We welcome the opportunity to take another step towards less restrictive protocols.

For more information about the new public health order and the underlying recommendations of the Australian Health Protection Principle Committee you can visit <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/aged-care-faq.aspx> and <https://www.health.gov.au/news/australian-health-protection-principal-committee-ahppc-update-to-residential-aged-care-facilities-about-minimising-the-impact-of-covid-19>

Our updated COVID-19 Visitor Policy will be published on our website, where you can also book appointments. If you have any questions please contact our Personal Care Managers, Bec Glover (Moss Vale) and Rabin Joshi (Burradoo) or if the question is clinical our Deputy Directors of Nursing, Edsalyn Soon (Moss Vale) and Leah O'Regan (Burradoo).

Thank you for reading this letter. As always, feedback is welcome. Please feel free to contact me anytime with questions or concerns.

Yours sincerely

A handwritten signature in black ink, appearing to read 'D. Cochran', with a long horizontal flourish extending to the right.

David Cochran  
**Chief Executive Officer**