

21 September 2020

Dear friends and fellow employees,

This letter follows my letter of 15 September 2020 and provides you with an important update about COVID-19 visitor restrictions at Harbison.

This letter is being distributed to our residents and their families and representatives, our workforce including our volunteers and contractors, local general practices, our company members, and the wider community.

Visitor Restrictions - Updated

I am pleased to inform you that the temporary inclusion of Wingecarribee and Wollondilly on the aged care visitor exclusion list was cancelled on Friday night.

Updated Visitor Exclusion Areas

As of 18 September 2020, anyone who has been in the following local government areas¹ within 14 days is excluded from visiting anyone in residential aged care in NSW:

- Bankstown (suburb)
- Blue Mountains
- Cumberland
- Fairfield
- Hunters Hill
- Liverpool
- Mt Druitt (suburb)
- Parramatta
- Randwick
- Waverley
- Woollahra

¹ Unless only the suburb is indicated

Harbison

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Burradoo

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Burradoo NSW 2576
F 02 4868 6476

Moss Vale

36 Yarrowa Road
Moss Vale NSW 2577
F 02 4869 3214

These excluded council areas are in addition to the exclusions in place for anyone who has been in Victoria or in certain parts of Queensland and the Victorian and Queensland border areas. We are monitoring reports of a taxi driver who worked in south-western Sydney while infected and warn that the exclusion list may expand again at short notice. You can monitor COVID-19 location alerts using this link <https://www.nsw.gov.au/covid-19/latest-news-and-updates>

Reinstating Visitor Schedules

We are contacting spouses and partners of residents to reinstate their visiting schedules. Anyone who lives outside Wingecarribee or Wollondilly may need to complete a risk assessment before their visit and may need clearance from the Public Health Unit.

We are also consulting residents to ensure we understand their preferences and priorities for visitors. We will do our best to support those choices by organising visits (virtual or actual) from those people.

At Burradoo, all visits will be conducted in the Visitor Pod unless the resident is unable to use the Pod, or the resident lives at Harbison Dementia Living. At Moss Vale, all visits will be conducted in a temporary Visitors' Room we have set up in Joadja, unless the resident is unable to use the room, or lives in Alpine or Avoca.

Visitors will be allowed to bring a guest provided that the guest meets our screening requirements. The guest may be a child over the age of 16 years. There is a maximum of one visit of up to two visitors per resident per day to ensure everyone has a chance to receive their visitors.

For the time being the online booking system remains suspended, to ensure we schedule spouses, partners, and other people nominated by our residents first.

If you have an appointment and need to cancel or reschedule please inform our Contact Support Team on 02 4868 6276 or visits@harbisoncare.org.au in business hours so we can allocate the time to someone else and minimise disappointment for your resident.

Please be patient as we work to reorganise the visitor schedule. We will contact everyone as quickly as we can over the coming days and weeks.

Until next time...

Thank you for reading this letter. We will continue to provide you with updates as circumstances change. Please continue to practice social distancing, hand and cough

hygiene, testing and staying home at the slightest sign or symptom, and wearing a mask where social distancing is not practical.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Cochran', with a stylized flourish at the end.

David Cochran
Chief Executive Officer