

17 March 2020

RE: Coronavirus (COVID-19) Update

Dear Valued Resident,

This letter provides you with an update to our previous letter dated 6 March 2020. This letter will also be shared with your nominated partner, carer, guardian or nominated significant other.

The situation of Coronavirus (COVID-19) within Australia is quickly evolving. Calvary continues to actively work to reduce the potential risk to the residents within our facilities.

What is Calvary Doing?

The Department of Health recently released the *National Guidelines for the Prevention, Control and Public Health Management of COVID-19 Outbreaks in Residential Care Facilities in Australia* to guide the management and care to reduce the risk for this vulnerable group. Calvary is adhering to these guidelines and has embedded these requirements into our practice.

In order to do this there are several strategies we are putting in place.

These include:

- **Limiting your visitors to one nominated person only:** either a partner, carer, guardian or nominated significant other.
- **Ceasing outings** and group activities
- **Limiting visits to rooms only,** not common areas.

A member of our team will be in touch with you to confirm your nominated visitor.

Should one of our residents become ill with suspected or confirmed COVID-19:

- The individual will be isolated with additional protective precautions
- We may need to move residents from their normal rooms to facilitate this isolation or grouping of residents together
- Further restriction of visitors may occur including complete lock down.

We understand the importance of keeping in touch with your loved ones and we are working on alternative methods of communication using technology should this occur.

What are we asking visitors to do?

1. Reduce the risk
 - Only visit if you are the nominated person
 - if a visitor feels unwell or has cold or flu-like symptoms, please avoid visiting the home
 - practice regular hand washing especially on entry and exit to the home.
 - consider calling a loved one instead of visiting
 - As always, if a visitor is unsure, we advise they speak with their doctor or contact the facility for advice before visiting.

What are we asking visitors to do? (continued)

2. Be prepared to use a different entry and exit
 - these will be restricted and you may be requested to use an alternative entry to the one that you normally use.

The health and wellbeing of you and your loved ones is our priority and we ask that you follow the directions of our team. We appreciate these changes can be unsettling however, it is vital to help us to reduce the potential risk to residents within our facilities.

Please don't hesitate to contact the manager of your home should you have any questions or would like more information.

Sincerely,

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

Martin Bowles **National CEO**