

CORONAVIRUS INFORMATION FOR MEMBERS

Monday, 16 March 2020

As a follow up to our communication of the 12th March we would like to keep you informed of our planning and our experience so far. At this time, we have had no instances of any residents, family members or staff having contracted the coronavirus, now more commonly referred to as COVID-19. The Australian Government has announced the implementation of several major initiatives to mitigate the risk to the Australian population. In response to the level of concern being expressed by the medical profession and the Commonwealth we have decided on implementing further measures to protect the health and well-being of our residents, families and staff.

Effective as of today we will be limiting access to our facilities for all non-essential personnel. That means as of today, we have ceased allowing all external entertainers, service providers, and non-essential personnel access to the facility. Any external health support personnel, employed by, or on behalf of Members, may still attend the facility. They will be subject to temperature testing and exclusion if they meet any of the documented exclusion criteria already in force. These initiatives reflect the need to maintain the social distancing imperative.

We will continue to accept those in need into our care. The public health system and community services may come under extreme pressure. As members of the community we are morally obliged to assist where we can. Should we have people interested in admission they will be checked at reception, including against the exclusion criteria, and shown only to the vacant apartments. No aged care residents will be able to use the pool or the gymnasium. It will be for the sole use of Members.

In order to assist with the purchase of essential supplies Jack Kable will drive the bus on Monday, Wednesday and Friday leaving at 7:45am and to travel to Coles. The bus can only accommodate one person per family and you can only go once a week. If you wish to use this service you will need to put your name on a list held by the concierge. The bus will depart on time. This will start from Wednesday 18th March. The Australian Government is expected to make further announcements related to aged care on Wednesday which may further impact upon the current arrangements. We apologise for the inconvenience and distress this will cause. However, in the circumstances we prefer to err on the side of caution for all concerned.

Kind Regards,

Alasdair Croydon Chief Operating Officer

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