

**Information on Coronavirus (COVID-19)**  
**Update – For Residents, Family Members and Close Friends**

Dear Residents, Family Members and Close Friends,

We refer to the notice we issue dated 23<sup>rd</sup> March 2020 (Issue No: 4) which set out the further restrictions placed on visitors entering aged care facilities as announced by the Prime Minister as a consequence of the ongoing COVID-19 crisis.

The Australian Government has strongly recommended that Australians should only leave their homes for essential outings such as grocery shopping, accessing healthcare, or going to work or education where remote learning / working is not available or feasible. There are also new restrictions regarding social contact that apply to all Australians including limits on gatherings to two people, unless part of the same household.

As part of the further announcement on 30<sup>th</sup> March 2020 the Australian Government has also strongly recommended proactive self-isolation for:

- all Australians over 70 years of age;
- any Australians over 60 years of age who have existing health conditions; and
- any Indigenous Australians over the age of 50 who have existing health conditions.
- People with compromised immune systems

**Visiting our Facilities – Further Update**

In light of the rapid spread of the COVID-19 virus across NSW, the Australian Government has had to take new measures to further protect the health and wellbeing of all Australians by placing additional restrictions on visitor access to Residential Aged Care Facilities across the country.

Accordingly, we have made the decision that we can only allow visitors to enter to our facilities for exceptional circumstances which includes, visits to residents who have become unwell or are requiring end of life care, and any compassionate exceptions. We request that you contact the Facility Manager and / or Assistant Facility Manager to arrange the visit.

Please note that if a visit to one of our facilities is arranged, the COVID-19 protocols set out in the notices that we have previously issued (Issues No: 3 and No: 4) must be followed at all times. On entry to one of our facilities, staff will instruct you on the COVID-19 protocols that must be adhered to which includes taking your temperature. All staff and contractors are being screened for their health and wellbeing at the beginning of every shift or on entry to a facility.

Whilst we understand how important visits are to our residents and families, this decision may be hard to understand, our residents are the most vulnerable in the community so we must be extremely vigilant in our response to keeping them safe and we ask for your understanding during these difficult times.

During this time of restricted access, our resident's wellbeing and mental health is of the utmost importance to Hardi Aged Care. We already have a variety of activities in place that our residents can use to engage with family and friends, including using technology for socialisation. We encourage all family and friends to stay in contact with loved ones and we can organise phone, FaceTime or video calls so that you can speak with one another directly.

### **Resident Outings**

All resident outings have been postponed until further notice. This includes individual day trips with family members or allied health workers.

As a consequence, other lifestyle activities are being reviewed in line with social distancing considerations. We are focusing on small groups, online, technology-enabled and 1:1 activities, as well as utilising outdoor spaces within the facility as much as possible.

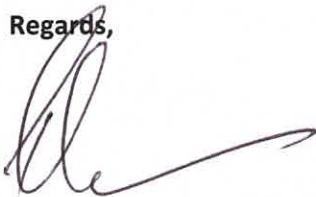
### **Influenza Vaccination Requirements**

As previously detailed, from 1<sup>st</sup> May 2020, all visitors must have had an influenza vaccination in order to visit an Aged Care Facility, accordingly, we ask that you speak to your GP as soon as possible to arrange for your vaccination to ensure that you have received your vaccination by 1<sup>st</sup> May 2020. We will be providing vaccinations for all our residents and staff as soon as they become available.

As we all work together for a final outcome dealing with this virus, we thank you in advance for your co-operation with the above to keep each other safe. Should you require any additional information, a Department of Health Fact sheet is available at [www.health.gov.au](http://www.health.gov.au)

Should you have any queries, as always, please contact your Facility Management Team.

Regards,



**Robert Oxford**  
*Chief Executive Officer*



**Jo-Ann Dalton**  
*Chief Operating Officer*