

INFORMATION NOTIFICATION
Residents, Families and Close Friends

Dear Residents, Families and Close Friends,

We refer to the notice we issued dated 14 July 2020 (Issue No: 9) which set out additional restricted visitation requirements for any visitor attending a Hardi Aged Care Facility as a consequence of directives issued by NSW Health. Those restrictions continue to apply and in fact have been updated.

The health and wellbeing of our residents and staff is our number one priority.

We have been closely monitoring the ongoing COVID-19 situation and we remind all visitors and staff to remain vigilant in order to protect all our residents. As detailed at each of our facilities and in addition to the restrictions placed on entry to our facilities by NSW Health and the [Visitor Access Code](#), **we require every visitor to wear a mask at all times while in one of our facilities**. We will be providing a mask on entry to our facilities once you have completed the required health check to ensure that you meet the criteria for entry.

During these difficult times we also ask that visitors please consider limiting the number and the duration of visits in order to protect our residents. Our facility staff will be more than happy to arrange phone, video calls and other social communication apps, etc to make contact with the residents in between visits.

We need to work together to keep our residents safe.

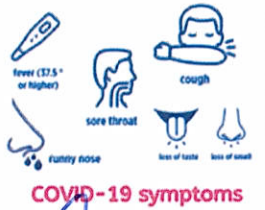
As stated above, you will be required to complete your health check which will include having your temperature checked at the sign in station at the entry to each facility and you will be asked various questions regarding geographic locations where you may have visited.

- if a visitor's temperature is ≥ 37.5 ; OR
- if a visitor exhibits symptoms of an acute respiratory infection (e.g. shortness of breath, cough, sore throat); OR
- if a visitor does not have an up-to-date 2020 flu vaccination – evidence must be provided; OR
- If a visitor has been to certain general geographic and specific locations as set out by NSW Health which are updated regularly <https://www.nsw.gov.au/covid-19/latest-news-and-updates>.

You will not meet the criteria for entry to a Hardi Aged Care facility and staff will ask you to leave the facility straight away. You will need to call your GP for further examination, and you will not be able to re-enter a facility without clearance from your GP in writing.

We will continue to monitor this evolving COVID-19 situation and should the circumstances require us to do so or if NSW Health and / or the Commonwealth Department of Health change any of their directives we will advise you immediately of any such changes and / or restrictions that we implement at one or more of our facilities.

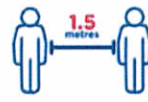
We extend our continuing thanks to our relatives, friends and community for your support as we balance our duty to keep our residents and team safe from COVID-19 and support the wishes and preferences of all of those we care for.



COVID-19 symptoms



Get tested

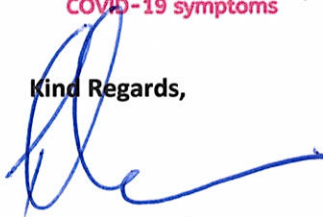


Practise social
distancing



Practise good
hygiene

Kind Regards,



Robert Oxford
Chief Executive Officer