

**Date: 30 March 2020**

I am writing to all residents who reside Warrigal's Community Villages to provide you with an update on the actions that Warrigal have undertaken as we confront the challenges of the rapidly evolving COVID-19.

Warrigal has taken the step of restricting all visitors coming into any aged care home, with the exception of family seeing their loved one who is receiving palliative care.

As it stands, there are a number of residents from our Villages who volunteer in the care homes, and due to recently passed legislation in NSW, this will no longer be possible. All volunteering services will cease from 1 April 2020.

With no more than two people permitted to attend a social gathering, unfortunately, we have also had to cancel all social activities and events in Villages until further notice.

We have also had to suspend all shopping bus runs.

In view of the request made by the Prime Minister for people over the age of 70 to remain at home, we understand that this will provide challenges for many of you, particularly those who do not have family support.

We would like to support you through this, so we will be looking to recruit more staff in our home services teams to assist with shopping or other services that you consider essential. If you would like more information on these services, please call 1800 927 744.

Finally, these are very difficult times, and our primary responsibility is to take every step possible to protect all of you that live in a Warrigal community. Please stay safe and if you have any concerns regarding COVID-19, there is a National Information Line you can call, 1800 020 080.

Yours sincerely

**Craig Smith**  
**Executive Leader – Service Integrated Communities, Warrigal**