

21 December 2020

Re: Latest Update on COVID-19

Dear resident representatives and relatives

I am sure that many of you would have seen the rapid spread of the COVID-19 cluster in the Northern Beaches over the past few days, and the restrictions that have been implemented. These restrictions have implications for residential care homes across NSW.

Unfortunately we have been advised from the Ministry of Health to restrict all visitors to age care homes in NSW and to instruct all staff and all special visitors to wear face masks. The only categories of visitors exempt from the exclusion are those performing essential personal care or those visiting someone who is being palliated after we have consulted with the local health district's Public Health Unit.

These restrictions are temporary and apply until Wednesday night, 23 December at this stage. We will provide a further update on Thursday.

We hope that the situation will improve in the Northern Beaches area of Sydney, which now involves 70 venues across the greater Sydney area, and is of significant concern and is being taken very seriously by the New South Wales government. Hopefully the strict actions will diminish the spread and further or extended restrictions will not be required.

I understand this makes the planning for Christmas very challenging, and I apologise for this, but we have no option but to follow the guidelines from NSW Health. At this stage these guidelines do not include residents leaving the care home for Christmas lunch or other visits, but until the position with community transmissions becomes clearer, we would recommend against any planned social outings.

I understand that this is not the news that you were hoping to receive in Christmas week, and I apologise for the inconvenience that this has caused, but we are following the advice of NSW Health and hope that the actions being implemented will only be short term.

Please do not hesitate to contact Warrigal by email at warrigal@warrigal.com.au with any feedback you might have or by calling our information line on Customer Relations Information Line on 1800 927 744.

Yours Sincerely,

A handwritten signature in black ink, appearing to be "CS", written over a light blue circular stamp.

Craig Smith
Executive Leader - Service Integrated Communities