

24 December 2020

Re: Latest Update on COVID-19

Dear resident representatives and relatives

I am pleased to advise that the Ministry of Health have provided updated information on the arrangements for visiting residential aged care homes that will be in place until 30 December 2020.

These changes include the following;

- Residents can have up to two visitors per day from the Greater Sydney Area, which includes the Wollongong LGA.
- There are no restrictions on the number of people from other areas (regional NSW) visiting, which includes the Shellharbour LGA.
- Can I remind you again that all visits need to be by appointment only, similar to previous arrangements, you will need to contact the local management team as all visitors still need to be screened on arrival. If you have already contacted the home to schedule a visit on Christmas Day, there is no need to confirm these arrangements.
- The entry screening tool has been updated, so if you have been in the Northern Beaches of Sydney in the past 14 days, you will not be allowed to enter the home.
- It is still a requirement for visitors to wear a surgical mask at all times during the visit. We supply these upon your arrival.
- Residents are able to leave the care home to attend family gatherings or for other important reasons. Please ensure there will be no persons at any event the resident attends that during the last 14 days that have;
 - Been a close contact of a person confirmed with COVID-19 and are within their self-isolation period
 - Visited any of the locations listed on the 'self-isolate and get tested immediately' list by NSW Health that includes many venues in the Northern Beaches and Greater Sydney Area.

Comfortable quarantine arrangements up to 7 days may need to apply upon return to the home if we believe other residents or staff at the home may be at risk from transmission contact with crowds or places that exceed the government's recommendations.

In summary, there are no restrictions on the number of visitors that can enter the home providing you do not reside in the Greater Sydney Areas (including Wollongong), the total number of people visiting complies with the requirement of one person per four square meters and visits are coordinated through the staff at the local care home.

Thank you for your patience and support as we continue to respond to the challenges of this pandemic.

I hope that you have a safe and peaceful Christmas.

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.

This phone number and email can also be used to contact us during the Christmas holiday season if you are unable to contact the home for any reason.

Yours Sincerely,

A handwritten signature in black ink, appearing to be 'CS' or similar initials, written in a cursive style.

Craig Smith
Executive Leader - Service Integrated Communities