

25th March, 2020

Dear Resident, Family and Friends,

With events escalating given the recent rapid growth in COVID-19 cases in NSW, coupled with advice as of today, Eight Aged Care facilities were now confirmed with COVID-19 cases, we are taking further steps to help minimise risk to our residents. The following additional changes will occur (please note all prior requirements still stand);

- **Visitor Hours will be reduced slightly to 9-11 am, and 2-4pm, Monday to Friday only. This is effective from Thursday 26th. This will allow us to spread our lunch time service over a longer period to help improve social distancing practices with our residents. Visitors are requested to ring during business hours (Mon to Fri) to make a booking to visit, to ensure there is a private space available to meet with their loved one.**
- **Internal Hair Dresser services will cease – last day being Thursday 26th.**
- **Any resident who leaves the facility, into the community (other than exceptions approved by management), will be required to self isolate in their room on return to BlueWave for 14 days. We advise against residents leaving the facility now given the rise in the COVID19 cases in NSW. The strong advice from Government is to stay at home.**
- **We will be moving towards splitting the meal service in each area into two sittings, from next week. This is to improve the internal management of social distancing with our residents. Further information regarding this process will be provided to residents.**

We are aware a number of other Aged Care Facilities have already moved to a full lock down situation, however we are very mindful of the mental health and companionship issues also involved for our residents – with the support they receive from family and friends. We are wishing to balance that, along with managing the risk of COVID-19. We will continue to work with guidelines received from The Department of Health on this. We do make exceptions to the visiting hour times for families of loved ones who are palliating.

Everyone should be aware that should we receive a positive test from either a resident or staff member, the facility will be placed into immediate lock down and no visitors allowed until we are cleared.

Other guidelines remain in place as previously communicated – no overseas travel in last 14 days for oneself or member of household, no contact with known Coronavirus person.

We are offering 'skype' type calls. These do need to be booked with our activities team. To make a booking please email;

RAO@blueweliving.org.au

Please continue to be patient and understanding of our staff as we work through this challenging time. This is about reducing risk to our residents whom are in the highest risk category for the COVID-19.

Also a reminder we are expecting to experience staffing shortages over the coming months, as staff remain away if feeling unwell, or have to juggle commitments due to their children being home from school etc. We are taking steps to minimise disruption to the care of our residents as much as possible during this time, including the employment of additional staff to build up our staffing reserves.

Please be aware, we may make further changes to minimise risk, either at the direction of the Department of Health, or to enable us to continue to operate safely and minimise risk to our residents.

Our residents in care remain our primary concern, and we are committed to their on-going care.

Yours sincerely,



Matt Downie
CEO