

12th June, 2020

Dear Resident, Family and Friends,

I am writing to provide another update for BlueWave in relation to COVID-19. Given the low incidence of community transmission based on Government numbers, we are pleased to make some changes to our visitor policies and options.

We will offer more opportunities for visitors to see loved one's, in their own private bedroom. This will be available from Wednesday 17th June onwards. This will be limited to a maximum of two visitors at the same time per resident, and a maximum of one visit per day. This is in line with current legislated requirements. In order to manage this, we will allow a maximum of 20 visitors at any given time into the facility, and a maximum of one hour visits (to be fair to all and give everyone a chance). Appointment times will be staggered to help ensure we don't have complications in our entry area with social distancing requirements.

These visits must be booked in advance, and are available during manned reception times between 9am and 3pm, seven days a week. We ask that social distancing practices are adhered to, and visits are to occur in the resident's room only. Visitors are not to spend time in communal spaces (living rooms/sitting rooms/dining rooms), nor interact with other residents.

We will continue to also offer the 'I See U visits' – primarily for those who are in shared rooms. To book any visit please email reception on email above.

All visitors must be screened, which includes provision of current flu vaccination details, temperature checking and mandatory screening questions. Anyone who cannot provide current flu vaccination details cannot be allowed into the facility.

We also continue to offer video calls via Skype and Face Time with our tablets. These calls must also be booked via reception on the email above. Regular phone calls to residents are facilitated as well of course, and we have invested in additional cordless handsets.

We are establishing an electronic solution for the management/signing in of visitors, which will help us ensure compliance around flu vaccinations records and mandatory questions, along with temperature check records. Initially this will be managed by our reception team, however within approximately a month we will have tablets to allow visitors to self log in and answer the screening questions.

Best wishes to all and continue to stay safe.

Yours sincerely,



Matt Downie
CEO

