

17th July, 2020

Dear Resident, Family and Friends,

I am writing to provide another update for BlueWave in relation to COVID-19. We are concerned with recent extensive community transmission in Victoria, along with some re-emergence of community transmission in NSW. Whilst we would like to avoid moving back into a full lock down situation, we are mindful other providers have chosen to take that precautionary step.

We will continue to maintain visiting hours from 10am to 4pm, 7 days a week, however are reviewing that regularly based on the evolving situation with the Covid-19 pandemic.

However, we cannot accept any visitors from Greater Sydney currently, until we see community transmission across Sydney diminish. Please do not visit if you are from Sydney.

Effective from tomorrow (Saturday 18th July), we ask that all visitors to supply and wear a suitable mask before entering our facility. These are to stay on for the duration of your visit including when you are spending time with your loved one in care. These are readily available for purchase at a variety of different stores (hardware, chemists, some supermarkets have them available).

I also remind all that social distancing must be maintained, including with your loved ones. Whilst it is natural to want to hug and kiss your loved ones, you are not only placing them at risk, but all our elders in care at risk. Please be mindful and compliant with this. Also no more than two visitors per resident at any time.

Visits must still occur in a residents private room (not in a shared room), or alternatively in a private space outside – as long as there are no other residents in the immediate vicinity. Visitors are not to spend any time in common lounge or dining areas, nor interact with other residents.

We are required to screen all visitors, so the entry door will remain locked and reception will allow entry, and then conduct the screening process. Social distancing must occur in our reception area, and if there are too many persons in the space, we may not be able to open the doors until cleared. One point of entry will remain in place for some time.

Finally we have established our visitor management software which is now in place. This software will evolve over the coming months as it is specifically being written for our industry. In the near future we will be able to provide you with a website link to go to, to put your details into the system from your own home and book your visit in.

Best wishes to all and continue to stay safe.

Yours sincerely,



Matt Downie
CEO

