

Dear Residents, Relatives and Friends

Since our COVID-19 update on 15<sup>th</sup> July, we received correspondence from the NSW Department of Health advising aged care providers of the need for additional vigilance at this crucial stage in the South West Sydney outbreak.

Unfortunately there have been instances of non-compliance with government rules in the community, and the virus has spread long distances. We have also noticed some visitors to the Lodge not using the hand sanitiser before and after completing the sign in register. Please note this is essential to avoid infection.

Most people who spread the virus do not know they have it. While we are not aware of any COVID-19 cases currently on the Central Coast, this strain of the virus has been shown to transmit rapidly and we believe additional precautions are wise.

Visitors to the Lodge **are still permitted**, however, if your visit is not essential, we are strongly encouraging you to:

- Use the video calling option or telephone rather than in-person visits for the next week. Video calls can be booked through reception
- Visitors are encouraged to remain only 1 hour and must uphold hand hygiene and physical distancing rules
- Residents are discouraged from leaving the facility for reasons other than medical or essential appointments

These additional precautions are voluntary at this stage.

If residents intend to go on an outing for the next week or so, we strongly advise you restrict this to a drive. Other outings will be assessed as high risk and may require you to isolate on return for 4 days with testing.

We have noticed some visitors wearing face masks. This is not essential, however, if you choose to do so, please make sure that you adhere to correct usage guidelines. These are available at reception.

As always, please let us know if you have concerns or feedback.

Stay safe and best wishes

A handwritten signature in black ink, appearing to read "Helen Wilson", with a long horizontal flourish extending to the right.

Helen Wilson  
Chief Executive Officer