

COVID-19 Update #20



Dear Residents, Relatives and Friends,

We have been advised that there were no diagnosed cases of COVID-19 arising amongst staff and customers of Michele's Patisserie at West Gosford and the shop has re-opened for business. Thank you for your patience over the last few days while we awaited definitive clearance.

We are now watching closely the latest outbreak in the Newcastle area that has resulted in all residential aged care facilities in the Lake Macquarie and Greater Newcastle being forced to close to visitors.

Given the proximity, we have updated our visitor guidelines for the next fortnight to reflect the following:

- We have added diarrhoea and headache to the possible symptoms of COVID
- We are reducing visiting length to 1 hour maximum and 2 visitors per resident (exceptions may apply on compassionate grounds)
- External social visits are considered high risk and isolation may be required on return
- A reminder that visitors must wear a mask at all times while in the Lodge.

While visitors are permitted, we recommend that non-essential visits be postponed or kept to a minimum for the next week. Phone or video conferencing facilities are available as an alternative and can be booked through reception if assistance is required.

Remember, visitors **are not permitted** who reside in or have been in any hotspots where there has been community transmission within the last 14 days. Current hotspots include:

- Bankstown City Plaza
- Bankstown LGA
- Bonnyrigg
- Cabramatta
- Campbelltown LGA
- Carnes Hill shops
- Cumberland LGA
- Fairfield LGA
- Liverpool LGA
- Mt Pritchard
- Parramatta LGA
- Perisher
- Potts Point area
- Prestons
- Wetherill Park
- Newcastle
- Lake Macquarie

We understand how disappointing additional precautions may feel and are endeavouring to take the least restrictive measures to protect our community. We will review arrangements again in a fortnight and thank you for understanding.

Kind Regards

A handwritten signature in black ink, appearing to read "Helen Wilson".

Helen Wilson

Chief Executive Officer

Friday 7th August 2020