

Dear Residents, Families and Friends,

It is pleasing to see there have been no reported cases of community transmission of COVID-19 in NSW for the last 7 days. While the Ministry of Health continues to caution that undetected transmission is likely to be occurring, we are hoping this will remain at a low level and the situation will continue to improve!

In order to keep our community safe and maximise choices, the following arrangements will be in place for the next week.

Visiting Arrangements

The conditions and hours for **in-room and virtual visiting** continue (press control and click on this [link](#) to access a copy). Please note adjustment to visiting hours over the long weekend:

- 11.00am 3.00pm Saturday, Sunday, Monday
- Tuesday - Friday 11.00am to 5.30pm
- Maximum of two visitors at a time
- Screening criteria apply
- Access is not currently permitted for people from hotspots, currently including Liverpool, Campbelltown and Parramatta LGAs
- Compassionate exceptions may be granted by the facility manager (Ann Young) or Care Manager (Malo Kilander)

For families wishing to visit outside visiting hours, **window visits** are permissible by prior agreement with the facility manager or care manager. If a window visit isn't practical in the resident's room, some families have recommended a visit from the pavement alongside the Mari Ma driveway, conversing over the fence.

Social Outings

We understand that some residents wish to undertake social outings from the facility, and we continue to recommend a range of safer options including: a walk around the village gardens, a visit to the Everbean Café (Mon-Friday 9.00 – 2.00pm), a drive or short trip to the family home.

Masks, physical distancing and hand hygiene are essential.

Outings will be risk assessed and additional precautions may be required in some instances. We are not recommending visits to clubs, shopping centres or busy restaurants during school holidays (which continue for another week) or the long weekend.

Capital Works

We have attached an update on the electrical upgrade currently underway. Next week unfortunately there will be some noisy periods and our team will endeavour to minimise the impact on residents as much as possible. Please contact management if there are any concerns arising.

Linen Service

Sadly, one of our local business was destroyed in a fire this week and is unable to supply our usual linen deliveries. We have back up plans in place and do not anticipate any impact on residents.

Wishing you and your families a relaxing and safe long weekend.

Warm Regards

A handwritten signature in black ink, appearing to read "Helen Wilson". The signature is fluid and cursive, with a long horizontal stroke at the end.

Helen Wilson, Chief Executive Officer