

Dear Residents, Families and Friends,

NSW has recorded 0 cases of COVID-19 community transmission in the last 18 days and we are now entering a "COVID-19 normal" phase. It is wonderful to experience a little more freedom, and reconnect with friends and family over the border! At the same time it is essential we retain vigilance in hand hygiene, physical distance and screening processes.

NSW Health have updated their advice for Residential Aged Care Facilities.

The key points from this advice were:

- All residential aged care facilities must maintain vigilance to prevent the introduction of COVID-19. This is because COVID-19 may still be circulating in some areas.
- Visitors are no longer required to remain only in the resident's room or outdoor areas.
- Victorian residents can visit Aged Care Facilities in NSW
- Extra precautions are to be taken for visitors from areas with increased testing (Liverpool LGA)
- Continue to monitor the [NSW COVID-19 website](#) at least daily for updates on areas of active community transmission.

Masks

We held a series of staff forums during October/November and consulted staff on our COVID-19 safety plans. The overwhelming majority of staff reported that it was difficult completing care, cleaning and cooking with masks, so we have removed the requirement for them to wear a mask while there is no known local transmission. Staff receive regular training and reminders regarding infection protection and control, and we have appointed an RN to undertake specialist Infection Control training.

We also polled 60 visitors over the weekend and identified equal numbers in favour of and against wearing masks themselves. To respect the needs of fellow residents and families, we request that visitors continue to wear a mask when in the facility. If you are unable to comply, please advise management.

Changes to our Visiting Guide

The key changes to our visiting guide (attached) are:

- Wearing of face masks is requested for visitors (exemptions apply)
- Any visitors who have in the last 14 days been in a [location of interest in New Zealand](#) are not permitted to enter.
- Any visitors who on or after 7 November 2020 have been in a contact tracing location in South Australia are not permitted to enter.
- Victorian residents **can** visit residential aged care facilities in NSW from 23 November 2020.
- Use extra precaution for visitors and staff who have been in areas with increased testing (currently [Liverpool LGA](#))

We have also updated our resident outing risk assessment to reflect current conditions.

Christmas Lunch

We are now able to take bookings for Christmas lunch in the dining room. Numbers will be limited due to the need to retain physical distancing.

If an outbreak were to occur, we will need to adjust our visiting guidelines at short notice, so please keep an eye on your email and our website for further updates.

We thank you once again for your ongoing patience and cooperation during the COVID-19 pandemic.

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