

25 March 2022

Dear Residential Care residents, families and staff

I'm writing to let you know this morning a resident in our Banksia wing tested positive to COVID-19 after a routine Rapid Antigen Test. A formal PCR test is being conducted to confirm this result with the result expected in coming days.

The case has been identified through our precautionary thrice weekly routine Covid-19 rapid testing of residents who routinely leave the facility for visits and excursions, enabling us to identify it quickly and take appropriate action.

We want to assure you we are well prepared to respond to a situation such as this. The first and most critical steps are (a) minimising the movement of residents, and (b) testing all residents across the facility. This is in line with New South Wales Health Infection Prevention and Control guidelines, which are designed to limit transmission. Our team has already commenced these actions.

As a result the Residential Care facility is now closed to all visitors, and all excursions have been cancelled until at least next Tuesday morning. And, depending on the testing results, we may have to extend that period further in all or part of the facility until the issue is resolved. We know this is not welcome news for family and friends who had planned weekend visits, but please bear with us as we act quickly and decisively to protect our vulnerable community.

You may recall our precautionary COVID-19 systems for some time have had staff and residents cohorting in two main areas whilst enabling them to live as normally as possible within the facility. This limits the spread of any potential infection across the facility and is Government recommended best practice.

You are no doubt aware of the increasing number of cases being recorded throughout the community. The combined easing of community restrictions, reintroduction of resident excursions and recent emergency events have all contributed to the increased risk of a case in the facility. This is why we continue with routine COVID-19 testing of our staff and residents who leave the facility. It's a fine balance, allowing residents into the community for their quality of life, whilst also keeping them and the facility as safe as we can, as we learn to live with COVID-19.

Thank you for your ongoing support and understanding. We take this opportunity to remind our families and visitors of the importance of regularly testing themselves, especially prior to coming into contact with vulnerable groups.

I will update you in coming days as we learn more. Please share this correspondence with family and friends who may not be on our mailing list.

Shall be in touch soon. Very best.



Michael Penhey
CHIEF EXECUTIVE OFFICER