

Friday, 13<sup>th</sup> November 2020

Dear Residents, Families and Friends,

### COVID-19 UPDATE

As of this Saturday Western Australia's borders will reopen to all Australian states except Victoria and New South Wales. We know that many of our residents and staff have family around the country and we're thrilled that they will be able to welcome their loved ones into WA over the coming months.

On the topic of visitors, we wish to highlight some key visiting guidelines we have in place to ensure a relaxed and safe experience when visiting The Richardson.

1. As per WA Health Department directions for visiting residential aged care homes if you are planning to visit please ensure you satisfy the following:
  - are well and have no signs/symptoms of infection such as sore throat, cough, shortness of breath and loss of smell or taste;
  - have not travelled internationally/to VIC or NSW in the previous 14 days;
  - have not had contact with anyone at risk of, or confirmed as having COVID-19;
  - are vigilantly practicing physical distancing, hand hygiene and cough/sneeze etiquette; and
  - have received and can provide written evidence of their 2020 influenza vaccination.
2. As all visitors must continue to be screened in regards to their health status and body temperature on arrival, please adhere to our visiting hours.

Visiting hours are as follows:

- 8:30am until 4:30pm Monday, Wednesday and Friday
- 9:30am until 6:00pm Tuesday and Thursday
- 9:00am until 3:30pm weekends and Public Holidays

3. Our Wellbeing and Breaks policy is still applicable and we kindly remind you that residents must:
  - Stay with family and friends for the entire duration of a break.
  - Submit the 'Request for Well Being Break – Family and Friends' Form 24 hours prior to the commencement of a break (or by 12pm midday on a Friday).
4. Visits during meal times must take place in the resident's room. During meal times our dining rooms are for the exclusive use of our residents, however if residents have guests they are more than welcome to enjoy their dinner in their room. This request is based on resident feedback.

For more information we have uploaded the WA Department of Health COVID-19 Introduction of the controlled interstate border for Residential Aged Care Facilities (RACFs) and COVID-19 Safe Christmas for RACFs on our website COVID-19 page under Helpful Resources. <https://www.therichardson.com.au/covid-19-update/>

Incidentally, as you may be aware, part of our efforts to keep you connected to your loved ones during COVID-19 restrictions included the trial introduction of Care App. Initially, we received strong engagement and positive feedback from a number of family members regarding the app. However, we understand that as visitor restrictions eased the perceived value of the Care App to residents and family members declined.

Consequently, we have decided to end the Care App trial, we will continue to provide regular updates through email, our newsletters and social media and always investigate promising advances in communication to ensure we all stay connected.

If you have any queries please don't hesitate to contact our General Manager, Vanda Liga.

Kind regards



Michelle De Ronchi

CEO, Oryx Communities