

## MEMORANDUM



**To** Residents, Families and Friends  
**From** Claire Ryan & Vanda Liga  
**Date** 5 February 2021  
**Subject** COVID-19 UPDATE

Dear Residents, Families and Friends

We are comforted to hear that there have been no additional reported positive COVID-19 cases in WA as at Friday 5 February 2021.

We remain vigilant and cautious and our staff will continue to wear masks whilst at work. We will continue our stringent screening of our staff and have included additional screening to ensure no staff have visited the listed COVID locations reported by the Department of Health.

We refer to the WA Government's updated announcement last night and today and confirm the following updated arrangements for our residents.

- The WA Government has stipulated that for the time being, visitors are not permitted to visit residential aged care facilities. As such, **visitors are still not permitted to enter the home until further notice**. Exceptions may be made on compassionate grounds in certain circumstance of severe declining health and for end of life situations. We will assess each circumstance individually and work closely with residents and their families. For more information regarding the West Australian Government's 'Visitors to Residential Aged Care Facilities Directions No. 5' please visit our [website](#).
- The Richardson will recommence The Window of Love and continue FaceTime calls to keep residents connected with their loved ones. Please

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call Concierge to book in a time to visit through The Window of Love or FaceTime.

- Our enhanced and modified lifestyle program will continue and all activities will occur at The Richardson with our own staff.
- The Concentric Wellness Program will also recommence from Monday 8 February 2021.

As the COVID situation continues to evolve, we will keep you updated in regards to our procedures and steps taken to manage the health and safety of our residents, staff and families.

We look forward to welcoming back visitors within our home as soon as the circumstances allow us to do so.

Yours sincerely

**Vanda Liga**  
General Manager  
The Richardson

**Claire Ryan**  
General Manager Operations  
Oryx Communities

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