

## MEMORANDUM



THE RICHARDSON

**To** Residents, Families and Friends  
**From** Claire Ryan & Vanda Liga  
**Date** 12 February 2021  
**Subject** COVID-19 UPDATE

Dear Residents, Families and Friends

We are comforted to hear there have been no additional reported positive COVID-19 cases in WA this morning. Further to the WA Government's announcement this morning, and assuming there are no positive cases before Sunday 14 February and subject to the Government issuing new aged care facilities visitor directions, we are pleased to confirm the following:

- We will **recommence allowing visitors at The Richardson from Sunday 14 February**. Visitor guidelines are summarised below.
- We remind you that **visitors are still not permitted to enter the home prior to Sunday 14 February**. 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.
- In the meantime we will continue The Window of Love and FaceTime calls to keep residents connected with their loved ones. Please call Concierge to book in a time to visit through The Window of Love or FaceTime.
- Our full lifestyle and Concentric Wellness Program will continue.

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.

**BY ORYX**

## MEMORANDUM



### The Richardson – Visitor Guidelines

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:
  - You are well and have no signs/symptoms of infection such as sore throat, cough, shortness of breath and loss of smell or taste;
  - You have not travelled internationally/to VIC or NSW in the previous 14 days;
  - You have not had contact with anyone at risk of, or confirmed as having COVID-19;
  - You are vigilantly practicing physical distancing, hand hygiene and cough/sneeze etiquette; and
  - You have received and can provide written evidence of your 2020 influenza vaccination.
2. Because all visitors must continue to be screened in regarding their health status and body temperature on arrival, please adhere to our Visiting Hours as follows:
  - 8:30am until 4:30pm Monday, Wednesday and Friday
  - 8:30am until 6:00pm Tuesday and Thursday
  - 9:00am until 3:30pm weekends and Public Holidays
3. Visits must take place in the resident's room at all times.

We look forward to welcoming you back at The Richardson soon.

Yours sincerely

**Vanda Liga**  
General Manager  
The Richardson

**Claire Ryan**  
General Manager Operations  
Oryx Communities

**BY ORYX**