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Friday, 20 March 2020

Dear resident,

Re: Life Care's response to COVID-19 (Coronavirus).

I would like to take this opportunity to provide you with an update regarding Life Care's response to the current Coronavirus pandemic, specifically as it relates to Life Care's Independent Living and Serviced Apartment residents.

As you will be aware, the situation is rapidly evolving, both in terms of cases reported and our Government's response. We've been closely monitoring the situation around the world and here in Australia, taking advice from all the relevant Government and industry bodies.

Our commitment to you

You can be confident that we will continue to provide the same high-quality services you are used to throughout the coming months. Naturally, we will comply with any Government requirements or restrictions should they impact Independent Living or Serviced Apartments.

Gardening and maintenance services will continue throughout this period as per normal (as will all services at our Serviced Apartments). We are taking every possible precaution to ensure that every Life Care employee, volunteer or contractor is healthy; each and every employee or contractor is required to declare that they have not been exposed to anyone at risk of infection.

In our Serviced Apartments, we have also increased the cleaning of common areas and general facilities to minimise any risks.

Your commitment to us

To help us protect our staff, the other people they support, and those around you, we urge you to practise the coronavirus containment strategies recommended by the Government, including:

- Good hygiene
 - Covering your coughs and sneezes with your elbow or a tissue
 - Disposing of tissues properly
 - Washing your hands often with soap and water, including before and after eating and after going to the toilet

- Using alcohol-based hand sanitisers
- Cleaning and disinfecting surfaces
- If you are sick, avoiding contact with others and staying more than 1.5 metres away from people
- Cleaning and sanitising frequently used objects such as mobiles, keys and wallets
- Practice Social Distancing
 - Practice good hand and cough/sneeze hygiene
 - Avoid handshaking and other physical greetings
 - Regularly clean shared high-touch surfaces, such as tables, kitchen benches and doorknobs
 - Increase the amount of fresh air by opening windows or adjusting air conditioning
 - Buy more goods and services online so you limit visits to the shop
 - Consider what travel and outings are necessary, both individual and family, and go to open places such as parks
- Avoid large group gatherings (100 people indoors, 500 people outdoors)

Volunteering at Life Care

If you are regularly involved in volunteering at a Life Care (or any other) aged care home, we encourage you to continue your involvement. Many aged care homes (including Life Care) are restricting visitation to their homes, and as such residents may be experiencing increased isolation. As a volunteer, you can play a vital role in helping our residents through this difficult period.

NB: Note that as a volunteer, you must follow all required protocols to avoid the risk of passing on infections. This will now include the need to sign Life Care's Novel Coronavirus Declaration. This is a simple form that asks you to confirm whether you:

- Have had close contact with, or cared for someone diagnosed with COVID-19?
- Have returned from overseas within the last 14 days;
- Have come into contact with someone who has travelled overseas in the last 14 days;
- Have symptoms consistent with of COVID-19 including fever, flu-like symptoms such as coughing or sneezing, difficulty breathing, sore throat, fatigue; or,
- Have come into contact with someone that has these symptoms.

This declaration will be provided to you on arrival at your next visit. This declaration only needs to be signed once, but if anything changes, you must inform us immediately so that we can put in place the appropriate procedures.



If you don't currently volunteer but are interested in making a difference to our communities most vulnerable, please contact our Customer Enquiries Team on 1800 555 990.

Together we can help minimise the risk of an outbreak and ensure our services keep running.

If you have any questions regarding your services, please contact the Customer Enquiries Team on 1800 555 990.

Yours sincerely,

A handwritten signature in black ink that reads "Allen Candy". The signature is written in a cursive style with a large, sweeping flourish at the end.

Allen Candy

CEO