

31 March 2020

Dear resident,

Re: Update to COVID-19 Status

I trust this letter finds you well and coping with the restrictions on our daily lives in these challenging times.

I would like to take this opportunity to provide a further update on the status of COVID-19 restrictions and, of particular importance, actions you can take to protect yourself of your family and friends from this virus.

As you may know, since my previous letter, the Federal Government has now restricted public gatherings, both inside and outside, to two people, excluding household members. This is particularly pertinent for people who live where there are shared common areas, such as halls or indoor sitting areas. **Please limit your time in these areas and ensure that no more than two people meet at a time.**

The message from the Government is clear that everyone should stay home unless they are: shopping for essentials, receiving medical care, exercising or travelling to work or education.

People aged over 70, or aged over 60 with pre-existing conditions, should stay home wherever possible for their own protection.

There are a number of steps you can take to protect yourself and those around you. These include:

- **Social distancing** – this means maintaining a distance of 1.5m or more between you and other people; avoid handshakes and other physical greetings
- **Use phone calls or video calls** – instead of having visitors, use phone calls or video calls to keep in touch with loved ones. Make sure you do keep in touch to avoid isolation
- **Avoid children under 16 years old** – children may be carriers of COVID-19 but show no symptoms, making it extremely difficult to tell if it's safe for them to visit
- **Practice good hygiene** – this includes:
 - Washing your hands with soap and water regularly, especially before and after meals and after using the toilet
 - Cough or sneeze into your elbow
- **Avoid touching your eyes, nose and mouth**
- **If you have any symptoms, contact your GP immediately** via phone– symptoms include fever, cough, shortness of breath, sore throat.

We continue to enforce measures to make sure anyone who visits you from Life Care is healthy. These include:

- **Temperature checking every person at the start of their shift** – if someone has a temperature over 37.5 degrees Celsius, they have to go home
- **Every staff member must declare they are not a risk** – These declarations indicate that they haven't been in contact with someone with/ suspecting the virus, haven't travelled overseas, aren't showing symptoms, etc.



We will continue to provide services including gardening and maintenance and if you do need support for shopping or other services, you can certainly receive support from our At Home service – just ring 1800 555 990.

As we continue to manage this unprecedented and challenging situation, please look after yourself with the above measures. And if there's anything Life Care can do to support you, please let us know and we will do everything we can.

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