



Resident Update

Date:

Coronavirus precautionary measures

Dear {insert name}

While our retirement communities are not residential aged care, we recognise that our residents are vulnerable to coronavirus. For this reason, we have taken some direction from the new measures for aged care and have also factored in the government's social distancing guidelines to inform the strategies we are implementing.

We have consulted with the Resident's Committee to further formulate our approach and together we have developed actions to support everyone in our community to stay safe and healthy. With your cooperation we will apply these measures effective from **{insert date}**, to be reviewed weekly, or as directed by Government.

Community centres, facilities and interactions

- All group activities and community events will be placed on hold
- Access to the community centre, pool and gym is suspended

We recommend that you reduce the chance of spreading the virus by:

- Staying in your home as much as possible.
- Keeping interactions with others to what is sensible and necessary.
- When you do meet up, maintain a distance of least 1.5 metres wherever possible.

Changes we're making

- Maintenance is now limited to what is essential and ongoing building works
- Sales tours are by appointment only
- Contractors to sign-in and provide details of their health status.
- Contractors and sales tours will ensure contact with residents and staff is kept to a minimum

Additionally, we will be providing:

- Daily wellness checks for anyone interested.
- Support with access to groceries and food if needed.

Visitors

- We ask that you screen your visitors by asking 4 simple questions (flyer). *This includes family, friends and any contractors or providers you use.*
- We ask that you consider placing all non-essential visits are put on hold in keeping with the Government recommendation for social distancing.

If you have any questions, please contact me directly by calling {insert number}

Kind regards

[insert name], [insert position]

For the latest advice, information and resources, go to www.health.gov.au. Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450. If you have concerns about your health, speak to a doctor