

## Sample letter

---

Dear {Insert Name}

### **Business Partners and Contractor update # 1**

#### **Coronavirus**

We would like to update you on the precautionary measures {insert village name}, is taking to ensure the safety of our village community, in the wake of the Coronavirus (COVID-19) pandemic.

As Australia continues to closely monitor the outbreak of the Coronavirus, our Government has recommended we take measures to mitigate the spread of the virus.

Given our village is the home of older, vulnerable residents, we are implementing strategies which further minimise the risk of exposure to and/or transmission of the virus.

#### **As such, effective immediately, all contractors are required to:**

- limit service calls and works to essential and emergency jobs only
  - only works approved by the Village Manager are to progress
- upon arrival report to the Manager's office to sign in
- on each visit – provide an updated declaration in relation to the following questions
  - been in contact with a person with COVID-19?
  - been overseas in the previous 14 days?
  - do you feel unwell?
  - *If you answer yes to any of these questions, we will ask you to leave the village immediately.*
- avoid direct contact with residents and exercise personal social distancing by staying at least 1.5m from others.
- [Insert other actions]]

#### **Additionally, we ask that you support us to reduce the risk of passing on infections by:**

- Washing your hands often with soap and water or alcohol-based hand sanitiser
- Wiping down surfaces regularly with an effective sanitiser or disinfectant
- Covering your coughs and sneezes with a tissue or the crook of your elbow.
- Not attending our village if you are unwell.

Thank you for your understanding and your ongoing support of our community, we will continue to update you with any changes as they occur.

If you have any questions, please reach out to me directly.

Kind regards

[insert name], [insert position]

*For the latest advice, information and resources, go to [www.health.gov.au](http://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.*

## Sample letter

---

Dear {Insert Name}

### **Resident update #1**

#### **Coronavirus**

We would like to update you on the precautionary measures {insert village name}, is taking to ensure the safety of our village community, in the wake of the Coronavirus (COVID-19) pandemic.

As Australia continues to closely monitor the outbreak of the Coronavirus, our Government has recommended we take measures to mitigate the spread of the virus.

Given our village is your home and some residents may be vulnerable, we are following government advice and implementing additional strategies which further minimise the risk of exposure to and/or transmission of the virus.

#### **These strategies include:**

- asking all residents, visitors and staff to practice good hand and respiratory hygiene, which includes:
  - cleaning hands with soap and water or alcohol-based hand rubs
  - covering your nose and mouth with a tissue or flexed elbow when coughing or sneezing
  - avoiding contact with anyone who has symptoms such as fever, a cough, sore throat, fatigue, and shortness of breath
  - staying home if you are unwell
- avoiding direct contact with others and exercising personal social distancing by staying at least 1.5m from another person
- [Insert other actions]

#### **Please advise us immediately (by telephone):**

- If you have been in contact with a person with COVID-19?
- If you have been overseas in the previous 14 days?
- If you have been advised to 'self isolate' due to virus related matters

#### **Additionally, we ask that you support us to reduce the risk of virus transmission by:**

- Limiting guests and visitors to the village unless it is an essential service or support
- Following the guidance of government and health department notifications

Thank you for your understanding and your ongoing support of our community, we will continue to update you with any changes as they occur.

If you have any questions, please reach out to me directly.

Kind regards

[insert name], [insert position]

*For the latest advice, information and resources, go to [www.health.gov.au](http://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.*

## Sample letter

---

Dear {Insert Name}

### **Resident update # 2**

#### **Coronavirus**

Whilst we have not had a confirmed case of the virus in our community, we are monitoring the rapidly changing situation of Corona Virus (COVID-19) and continue to maintain the wellbeing of our village community as our primary focus.

#### **The Australian Government has now:**

- implemented travel restrictions for anyone coming into Australia from overseas from midnight 15 March 2020.
  - anyone arriving in Australia from this date must self-isolate.
- advised against non-essential travel
- restricted large gatherings of over 500 people
- recommended 'exercising social distancing' by staying at least 1.5m from others.

#### **Given these escalations and the increased risks faced by our community, we have implemented the following measures:**

- conducted refresher training for all staff about our infection control
- increased handwashing stations around the village
- placed notices and posters about the virus around the village
- stocked kits including Personal Protective Equipment (PPE) and other essential items.
- commenced contingency planning to maintain essential services and supplies

While we are yet to cancel small resident gatherings, we ask you to be mindful to avoid physical contact and to maintain good hygiene practices.

We suggest residents monitor reputable news services for any updates, as the government has indicated further steps may be necessary to combat the spread of Coronavirus.

As always please contact me directly if you have any questions.

Kind regards

[insert name]

[insert position]

*For the latest advice, information and resources, go to [www.health.gov.au](http://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.*

## Sample email

---

Dear {Insert Name}

### **Staff update # 1**

#### **Coronavirus**

As you would know, we are all currently experiencing extraordinary times. I would like to assure you the wellbeing of our village community and our staff, remain our primary focus.

We are closely monitoring the situation of the Coronavirus and are following government advice by implementing additional strategies which will further minimise the risk of exposure to and/or transmission of the virus.

#### **These strategies include:**

- asking all residents, visitors and staff to practice good hand and respiratory hygiene, which includes:
  - cleaning hands with soap and water or alcohol-based hand rubs
  - covering your nose and mouth with a tissue or flexed elbow when coughing or sneezing
  - avoiding contact with anyone who has symptoms such as fever, a cough, sore throat, fatigue, and shortness of breath
  - staying home if you are unwell
- avoiding direct contact with others and exercising personal social distancing by staying at least 1.5m from another person
- [Insert other actions]

#### **Asking staff to advise us immediately (by telephone):**

- If you have been in contact with a person with COVID-19?
- If you have been overseas in the previous 14 days?
- If you have been advised to 'self isolate' due to virus related matters

#### **Additionally, we ask that you support us to reduce the risk of virus transmission by:**

- Following the guidance of government and health department notifications
- Adhering to the policy and WH&S direction of our organisation
- Attending training as requested

Thank you for your understanding and your ongoing support of our community, we will continue to update you with any changes as they occur.

If you have any questions, please reach out to me directly.

Kind regards

[insert name], [insert position]

*For the latest advice, information and resources, go to [www.health.gov.au](http://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.*

## Sample letter

---

Dear {Insert Name}

### **Resident update # 3**

#### **Community activities cancelled until further notice**

As previously advised, we are monitoring the COVID-19 situation daily and are listening to all advice from the federal government and our state health department.

Based on the most recent updates, which indicate the quickly evolving nature of the situation, we have made the difficult decision, to cancel all group activities in the village, effective from {insert date}

The cancellation applies to {insert activities} that were scheduled to be held in the village commencing {insert date}.

Our team will contact providers and instructors who were booked to conduct the activities that were organised by us. If you have invited visitors to the event, please advise them of the cancellation. If you need assistance to cancel other events you have planned at the village, we would be happy to help you.

We appreciate your ongoing support and understanding during the unprecedented times we are currently experiencing.

As always please contact me directly if you have any questions.

Kind regards

[insert name]

[insert position]

*For the latest advice, information and resources, go to [www.health.gov.au](http://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.*