



18<sup>th</sup> March 2020

Dear Resident / Relatives / Carers

**RE: COVID-19 Preventative Lockdown**

The safety and wellbeing of residents is always our priority.

Due to the highly contagious nature of the COVID-19 virus and the increased vulnerability of residents, we've decided to take firm measures to try and stop it from entering our facility and harming residents. **Your co-operation is vital.**

From 7pm Wednesday 18<sup>th</sup> March, 2020 (tonight) we will be in 'preventative lockdown'. This is an escalation of the precautionary measures we are already taking. Given the uncertainties surrounding this virus we are unable to say when this will come to an end but hope this preventative lockdown will conclude in the near future.

**This is a precautionary step. There are no confirmed cases of COVID-19 at The Palms.** We remain 100% compliant with the Australian Aged Care Quality and Safety Standards on infection control and review the Department of Health and WHO advice regularly.

We understand that there will be some exceptional circumstances (for example end of life care or acute illness). If you believe your circumstances are extraordinary and **MUST** visit, then please contact Admin staff on 9521 2963 or [reception@thepalms.net.au](mailto:reception@thepalms.net.au) to make an appointment. For any pre-arranged visit, you will not be able enter the building if you are exhibiting any symptoms identified as a risk by the Department of Health. These include sore

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throat, cough or temperature. We will also exclude anyone who has returned from any overseas country in the last 14 days.

Our lifestyle team is making every effort to provide our residents with engaging, stimulating and enjoyable activities. Appointments may be made to communicate with loved ones via skype / facetime. We are also in the process of setting up CareApp which will allow you to stay in touch with regular updates and photos from the facility – details to follow.

We are also conscious that we must protect our staff to ensure that we have sufficient workforce to provide the care and services required for our residents.

We hope you understand why we have decided to take this action. The health and safety of our residents and staff is our first priority and we appreciate your support in the measures we are taking to make our home the safest possible place for older people to be.

Kind regards

A handwritten signature in cursive script, appearing to read "Lillian Stockall".

**LILLIAN STOCKALL**

Director of Nursing

cc: Aged Care Quality & Safety Commission

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