

30<sup>th</sup> March 2020

Care Home Residents and Families  
Cameron Street and Johnstone Street  
WAUCHOPE NSW 2446

## RE: CORONAVIRUS (COVID-19) ADVICE - LOCKDOWN

Dear Residents and Families,

We would like to provide you an update on further precautions we are taking to ensure the safety of our residents and employees during COVID-19.

Based on the rise of COVID-19 cases, the Government's directive for people to stay at home, Bundaleer Care Services has taken the very difficult decision to **close both our residential Care Homes to visitors** from **Wednesday 1<sup>st</sup> April, 2020**. We will review this arrangement every 2 weeks.

This is not an easy decision, we know how important it is for our Residents and families to stay connected. This is a further precaution we can take to keep everyone safe and help prevent the spread of the virus in the wider community.

Bundaleer will not be allowing visitors, unless a Resident is at end of life and by prior arrangement with the Care Manager, Natalie Schmude at Cameron Street, or Hayley Cook at Johnstone Street. Any visitors attending, must show evidence of having had an influenza vaccination.

Visitors from and attendance to essential services such as hospitals, GP's, allied health providers will continue.

With enhanced infection control, current dining routines and other opportunities for Residents to engage with each other will continue. We understand how important lifestyle activities and engagement are for wellbeing. We're working on ideas to maintain these within each service and we will update you as they become available.

We will give you all the support you need to stay connected to your loved ones during this time. Please talk to our Care Managers about how we can further assist you to connect by phone or video calls (Ipad's will be made available).

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[bundaleer.org.au](http://bundaleer.org.au)

Employees and essential contractors who enter our Care Homes each day are being screened, including temperature checking, as a further measure to protect our residents. All staff must be vaccinated against the flu by 1<sup>st</sup> May 2020 or will not be allowed on shift.

Whilst it is not a Department of Health directive **to confine our** residents to our Care Homes, we actively discourage Residents leaving the Care Home and putting others at risk. The Australian Government on 29<sup>th</sup> March 2020 recommended all people over the age of 70 to self-isolate.

If you have any questions or concerns relating to our COVID-19 precautionary measures for our Care Homes, please contact us on (02) 6585 2811 and ask to speak with the Care Manager or Clinical Services Officer of the respective Care Home.

Thank you,



Louise Roberts  
**CEO**  
**Bundaleer Care Services Ltd.**