

1 April 2020



To our valued resident family members

Coronavirus COVID-19 – Communication 3

Temporary Closure of Princes Court Homes to Visitors will commence from 11.30 am Sunday 5 April 2020

As the COVID-19 coronavirus situation evolves, we want to reassure you that we are implementing all possible measures to prevent the spread of this new illness to our facility and to protect our residents, staff and the wider community.

COVID-19 is a new virus, which means there is no immunity to it. The World Health Organisation has declared COVID-19 a pandemic, and evidence suggests that the risk is greater in older people, aged 70 and over.

As you know we have recently implemented new visitor requirements and further improved our quality infection control practices and I thank you for your patience in relation to this. Every staff member and contractor on site are subject to temperature checks and we have informed them of the importance of social isolation when they are away from the facility. The majority of our administration staff are now operating from their homes. The residents are practicing social distancing at all times. Please note the hairdressing service has also temporarily ceased.

As part of the larger Princes Court community, we acknowledge the importance of the message from Federal and State Governments for people to stay at home unless it is essential for obtaining groceries, medical requirements, undertaking physical exercise, necessary work, education and care. People over 70 are being told not to go out of the home, given they are vulnerable.

We consulted with all residents today and provided them with the information above. They recognised the importance of keeping safe, at the same time protecting the rest of the community and the consensus was to cease family and friends visiting the facility for now.

Visiting hours will still take place between now and Sunday 5 April 2020, during the times of 9.30 am to 11.30 am for two nominated visitors only, however can I request that we are still

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trying to minimize the risk through people being at the facility, so please limit the number of visits in the lead up to our temporary closure to visitors.

In the event of special circumstances, such as an anniversary or birthday, or should there be any deterioration in your loved one's condition or an end-of-life situation, we will make arrangements on a case-by-case basis. Please contact us to discuss arrangements in such circumstances.

Communication is even more important in these times of physical isolation and we encourage you to keep in touch in any way you can. Feel free to phone /facetime/ houseparty app etc your loved one, write a letter or send a card.

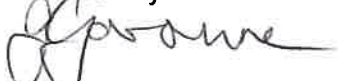
We have some electronic devices that are programmed to run video calling, or if your family member has an electronic device that enables video calling capabilities, please keep in touch with them through these devices. Should one of our staff members be required to assist them with the video call, we would be only too happy to help. It really is very simple to run these software programs if you have a computer connected to internet. Please contact us to coordinate the connection.

We will be posting photos on Facebook and providing regular communication to you. Colleen Lewis, our Lifestyle Coordinator has many activities planned during this time to keep the resident's involved, active and socialising while meeting distancing requirements.

We thank you for your cooperation and support of our arrangements to protect our residents in light of the current health emergency. Together, we can help keep the people we love and care for, healthy and well.

If you have questions or concerns in relation to these temporary measures, please contact the facility on 50221022 or email admin@princescourt.com.au or speak to Jenny Garonne, CEO, Sianne Nicholds, Director Care Services. Sue Zariko or Lisa Hobson, Clinical Care Coordinators or the Nurse on Duty.

Yours sincerely



Jenny Garonne
CEO



Sianne Nicholds
Director Care Services