



Memorandum

To: Residents, Families and Representatives
From: Olive Wright - Chief Executive Officer
Date: 17 May, 2021 **No. of Pages:** 1 *(including this one)*
Subject: COVID-19 Update

Dear Residents, Families and Representatives

Wonderful news we can be mask free again and our residents can see the lovely smiling faces of the staff.

Visiting can return to pre lockdown, Monday to Friday 9am till 4pm, Saturday and Sunday 10am till 3pm; families can use the communal areas as before with the social distancing and limited numbers that are displayed for each area.

I want to say a special thank you to all our visitors over the past week for your patience and cooperation as we commenced the new "eVisitors" system, while there has been some teething problems generally it has been well received.

Feedback has been received and we will work to refine the process going forward, but there are some things out of our control, like asking you to answer the same questions every day; this is a WA Health Directive, but hopefully as everyone becomes more familiar with the system, this will reduce the wait times and just think of the trees we are saving.

Please note that from 31 May 2021, all visitors will be required to show evidence of your flu vaccination so please bring them in as a matter of urgency and give to the receptionist, it will be difficult to manage if everyone leaves it to the last minute; many thanks to the visitors who have already done this.

In closing, I want to acknowledge and say a big thanks to our wonderful reception and administration staff who have guided the visitors through the new process, what would we do without them.

Take care and thanks for your ongoing support.

Yours faithfully

OLIVE WRIGHT
CHIEF EXECUTIVE OFFICER