



6/8/2020

Dear consumers/ family members/ representatives,

I hope my letter finds you all well. The pandemic is a challenging time for all of us and Froniditha Care is doing its utmost to ensure you, your loved ones and our staff are safe and healthy.

In the last few weeks, there have been increasing reports of community transmission of COVID-19 in NSW, which now include the Newcastle area. You are all aware of the vulnerability of our elders to this disease and how important it is for residential aged care providers to take all necessary precautions to limit the risk of the virus spreading to the residential care environment.

Voluntary Lockdown from 6pm, Friday 7/8/2020

Consistent with Froniditha Care's approach to err on the side of caution since the onset of the pandemic in February 2020, the management of our HIPPOCRATES care home in East Mayfield has decided to move from restricted visitation to voluntary lockdown from 6pm Friday 7/8/2020 until 6pm Sunday 23/8/2020. We will advise at the end of this period if the lockdown will continue.

Voluntary lockdown means that visits to the facilities will not be permitted. Anyone attempting to visit a family member in our care will not be granted access to the facility. In exceptional circumstances such as end of life care you are encouraged to liaise directly with the manager who may facilitate your visit. This is carefully assessed on a case by case basis on the merits of the exception, urgency to the consumer and level of risk to residents and staff.

It is imperative that you as the primary or secondary contact notify your family members, relatives and friends of this notice of voluntary lockdown and their obligation to comply.

We want to assure you that our HIPPOCRATES care home will be fully staffed during this time and that our lifestyle program will continue with additional activities, and life in the facility will be as normal.

Digital communication tools will be available for you to contact your loved ones during this time. Phone and video calls will be made available to all families/ representatives and residents to enable continuation of communication with family, friends or others who are not allowed to enter the facility at this time.

We encourage you to reach out if you have any questions regarding the above, or any other concerns. Please contact our HIPPOCRATES Manager Residential Care, Renee Bognar on (02) 4016 4160, 0414 339 084 or renee.bognar@fronditha.org .

Let's all work together to protect our elders.

Stay home, stay safe. If you have any symptoms, however mild, get tested.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Michael Malakonas', with a stylized flourish at the end.

Michael Malakonas
CEO