



THOMPSON HEALTH CARE

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19/03/2020

To Our Residents and Relatives

I am writing with another update on the COVID-19 (Novel Coronavirus) outbreak in NSW, and the ongoing measures we continue to take at Thompson Health Care to maintain the health and wellbeing of our residents, staff and visitors.

We continue to follow the latest expert advice from Department of Health and NSW Public Health Unit.

Considering the latest advice, we will maintain our visitor restrictions.

Visitors can visit the home only in exceptional circumstances and at the discretion of the Director of Nursing. To mitigate the risk of infection to our residents from these visits, we have added a wellness check at the front reception along with a health declaration.

We fear that we have not yet hit the peak of the virus. Hence this extreme measure to protect our vulnerable residents. We understand that this decision will have significant impact on our residents and their close contacts and sincerely apologise for this.

The monitoring of visits (including the limited time restrictions) is not feasible administratively. We prefer that those resources are deployed to look after the wellbeing of our residents.

We are in the process of installing the latest technology in our homes to enable the residents to communicate with their near and dear ones. We are also appointing a Wellbeing Officer in each home to co-ordinate communication and activities for the residents.

Please do not hesitate to contact me if you would like further information or clarification. Nevertheless, I will continue to send you updates as the pandemic evolves.

As always we appreciate your assistance and support to protect the health of your loved ones.

Yours Sincerely

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Chief Executive Officer