



## THOMPSON HEALTH CARE

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30/11/2020

To Our Residents and Relatives

This is in continuation of our update letter dated October 22<sup>nd</sup>. NSW continues to do very well with no community transmission now for 23 days.

We deemed it appropriate for this update with the upcoming Christmas and festive season.

Our current visiting protocols continue with no changes. We prefer to err on caution and believe its best we continue to allow visits through bookings and appointments.

You will appreciate that we are guided by the directives from NSW Health. There will be a very special Christmas party for all our residents. Unfortunately we are not able to invite the relatives this year in line with the guidelines. We will ensure it is memorable for our residents including the usual visit from Santa and entertainment.

We are certainly happy if you wish to take your loved ones home for Christmas. It will be at the discretion of the respective Director of Nursing subject to risk assessment.

We are taking extra precautions in light of the heat wave in NSW. Please be assured that extra hydration rounds are being offered to the residents. Nurses are educated to ensure that water jugs remain full at all times. Residents are encouraged and welcome to ask for extra lemonade and ice-creams.

We will request you to please ensure your loved ones remain well hydrated on external outings.

We really appreciate your overwhelming support throughout this very challenging year. The journey this year was certainly very extra-ordinary and difficult. However we all tenaciously held on. Thank you.

*"When you reach the end of your rope, tie a knot in it and hang on."* -Franklin D. Roosevelt

We will also do an update prior to Christmas to wish you well for the festive season.

Please don't hesitate to contact Sonia or myself if you would like further clarification.

Kind Regards.

Mak Bhide

CEO

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