



THOMPSON HEALTH CARE

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To Our Residents and Relatives

This is in continuation of our update letter dated December 15.

I was really not planning to write an update until New Year. As you will appreciate the unfolding events have been alarmingly quick and concerning.

I trust you have had the updates from NSW Health re the visiting protocols. We have been advised/instructed to put on hold all the internal and external visits to Nursing Homes pending further updates. We have also been advised to avoid allowing residents to go out unless for an extended leave.

We certainly would continue to allow the end of life and palliative visits at the discretion of the respective Director of Nursing.

It's really an unfortunate ordeal to have during Christmas. You will certainly appreciate that the health and wellbeing of our residents is of utmost priority. You can continue to get in touch through facetime/zoom and phone calls. The lifestyle officers will certainly facilitate the same.

Thompson Health Care has voluntarily decided to engage Douglass Hanly Moir Pathology and have organized covid testing for asymptomatic carriers. All our staff and residents will be covered. The Director of Nursing will get in touch with you for requesting approval for the tests. Kindly note that this is only a precautionary step.

We believe it's very vital and essential to be pro-active. A Couple of our homes are already underway with the tests and we are planning to cover all the homes this week.

Kindly note that all our staff are currently using surgical masks and it has been mandatory from last week itself. They are changed every 4 hours and after eating as per health protocols.

I sincerely appreciate your overwhelming support and kind co-operation. Words can't express my sincere gratitude.

Please contact Sonia or myself if you need any further clarification.

Kind Regards

Mak Bhide

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