

18 March 2020

Dear Family and friends

Re: Update on Coronavirus (COVID-19) and residential care homes

From the outset, I want to thank you for your patience and understanding as we navigate this challenging and ever-changing situation in relation to Coronavirus COVID-19. Our priority is the health and safety of residents, and the wellbeing of our staff, and we are taking all steps possible to meet the needs of everyone whilst acting responsibly and in the national interest.

Further to yesterday's communication, I provide this update based on new directives issued by the Federal Government this morning.

I would like to reiterate that there are no reported cases of COVID-19 in any of our residential care homes or amongst our home care clients or our retirement living units in metropolitan Adelaide and regional South Australia. Should this situation change, we will notify you as soon as possible.

Updates from 18 March 2020

Following the advice of the Federal Government, Helping Hand is introducing the following measures effective immediately. These measures are in addition to those that we adopted and communicated to you yesterday on 17 March and are as follows:

- Visits to residents will be limited to one visit per day, with a maximum of two visitors per visit
- Visits are asked to take place in your room, or in outdoor areas of the care home
- We ask that visits are kept brief, and we firmly believe it is best to not go on outings at this stage
- Children aged 16 and under are discouraged from visiting (as children appear not to show symptoms of COVID-19)
- Any visitors who are sick or have respiratory problems will be asked not to visit
- There will be no large gatherings at our care homes, this unfortunately includes concerts
- Small groups, defined by Helping Hand as no more than five people, can take place – this will allow Lifestyle activities designed for small groups to continue
- Hair salons and cafés are remaining open and we are implementing new processes to minimise any risk of infection

- We will consider additional family visits in exceptional circumstances on a case by case basis - please discuss with a staff member, who will then liaise with site management.

We are also encouraging friends and families to make phone calls to residents, and Helping Hand has ordered iPads for each care home. This way, we can support residents to make video calls to your friends and families.

We have introduced these measures under advice of the Federal Government to help keep you and the people around you safe from infection.

I recognise that this must feel overwhelming. We are currently operating in an environment that is unprecedented. While things have been changing daily, I want to convey how much confidence I have in our managers and the people who support our residents on a daily basis. The processes and systems we have in place are sound. Helping Hand is a strong organisation that has the agility and capability to respond proactively, calmly and responsibly in situations like this.

This morning the Prime Minister indicated that many of the measures that are being introduced throughout the country may be in place for some time. At this stage, we do not know how long these specific guidelines will be in place at Helping Hand. We are reviewing frequently and will maintain our communication with you and keep you updated.

I am sorry that this is happening. This means significant changes for all of us. I want to personally wish you well.

Your sincerely



Chris Stewart
Chief Executive Officer
Helping Hand