



27 April 2020

Dear clients, residents and tenants,

### **Covid-19 pandemic – we'll get through this together**

This is without doubt, one of the most challenging periods that not only Wintringham has experienced in our 30-year history, but also for many of you, and your loved ones too.

We are determined to continue doing whatever we can to protect our clients, residents, tenants and staff from this virus. Across our organisation we are following all Department of Health guidelines. Key precautions we've taken include:

- Daily health checks are in place for all staff and residents, while the health of all contractors and visitors is being assessed before they enter our sites
- Minimised the number of staff working across our sites to reduce the risk of Covid-19 exposure and transmission. While all staff absences due to illness are recorded, with screening questions that could trigger testing for Covid-19
- Increased cleaning regimes across all our premises, plus inward food delivery protocols and food preparation has been enhanced to reduce contamination risks
- Contacting clients by phone regularly to ensure their health and well-being
- For our housing tenants, six-monthly inspections have been put on hold, and previously announced rent increases have been deferred
- Visitors as always are welcome to enter our residential care sites, as long as it is in accordance with Department of Health advice

In addition to these measures, the Federal Government now requires all people working in Residential Aged Care to have the influenza vaccination by 1 May 2020. This has been extended to all Wintringham staff and volunteers, we cannot take any chances.

You can also help us, by washing your hands regularly with soap and water, staying at home, and if you have a carer or worker coming to your home, please keep 1.5 metres away from them whenever possible. While the spread of this virus in the community appears to be stabilising, it is extremely important we continue taking these precautions and not become complacent.

In the meantime, to prevent you feeling too isolated, our Recreation team has created a pen pal / phone call program, where you can regularly receive a letter or call from a volunteer. If this is of interest to you, just ask your Wintringham contact.

Please remember, your Case Manager, Support Worker, Tenancy Worker or Residential Care Manager are there for you to talk to. If your needs have changed, our staff are here to help you get the services you need; don't hesitate to pick up the phone.

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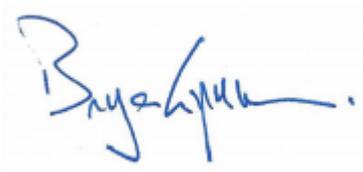
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If you have further questions about Covid-19, or know someone who doesn't have a support network to assist them, call the Victorian Government's Coronavirus Hotline at any time (seven days a week) on **1800 675 398**. If you need a translator or interpreter service call **131 450**.

Thank you for the understanding and support many of you have shown our staff since this pandemic began, we look forward to continue working with you, to get through this together.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Bryan Lipmann".

Bryan Lipmann AM  
CEO/Founder

A handwritten signature in black ink, appearing to read "Gerard Mansour".

Gerard Mansour  
President

