



United in Christian Care

3rd April 2020

Re: Coronavirus COVID-19 – Retirement Village Residents

Please note this information supersedes previous correspondence

UPA is continuing to monitor information from both Federal and State Governments in an effort to minimise the risk of COVID-19 across our services. The Prime Minister, Scott Morrison announced further restrictions to public gatherings which came into effect on the 31st March 2020 and some states have implemented even greater restrictions based on the risk to their population.

COVID-19 has unfortunately disrupted our capacity to live as we would prefer and requires all of us to make substantial changes.

Below is a summary of the restrictions effective from 31st March 2020. These have now been passed into law and carry new penalties for those who ignore them. We are living in exceptional times.

Restrictions to leaving your home

It is now an offense to leave your home unless you have a reasonable excuse. This order commenced on 31st March 2020 and will expire on 29th June 2020 unless revoked earlier or extended. A reasonable excuse is considered leaving home for:

- obtaining food or other goods and services, or
- travelling for the purposes of work or education if the person cannot do it at home, or
- exercise, or
- medical or caring reasons.

Further restrictions include the number of people together in public. Only two people are permitted in a public gathering at any one time. This does not apply if it is:

- gatherings of members of the same household, and
- gatherings essential for work or education.

A number of residents have asked what these restrictions mean for residents in the retirement village. Some of the questions are answered below.

Can my family visit me?

The advice to people over the age of 70 is to come in contact with as few people as is possible due to the threat of exposure to COVID-19. Whilst the Bill refers to staying at home and the number of people in a public place, UPA highly recommends that you follow the government request to have someone drop essential items off but not enter your home unless they are providing care. If you do have a family member enter your home, please complete the Screening Questionnaire (delivered to you last week) with them. These restrictions apply to all people in NSW, so your family is also required to stay at home unless absolutely necessary.

Can I have a tradesperson enter my home?

UPA is still conducting emergency maintenance services however some preventative maintenance services will be on hold until the restrictions are lifted. Your retirement village coordinator will advise you further.

Until restrictions are lifted, UPA will not be giving permission for non-essential alterations or additions to your home.

We also request that you do not organise any cleaning services such as carpet cleaning until after the restrictions are lifted.

What other restrictions are there?

In previous correspondence we have requested the limiting of visitors to your home. This includes advertising goods or furniture and having people come to the village to view/buy. We ask that you wait until after the restrictions are lifted before advertising goods or furniture for sale.

You can purchase items on-line or over the phone and have them delivered. Most retailers have a no-contact delivery service in place where goods are dropped at your door.

Can the community centre still operate?

If there is a community centre at your village, there will be restrictions on how it can operate. It is classified as a public place for the purposes of these restrictions. Therefore, no more than 2 people can be together at any one time.

Each region will decide on whether the community centre in your village remains open and how the restrictions are monitored however there are considerations around cleaning and disinfecting before and after use which may not make it feasible at this time.

Can I walk around the village?

It is recommended that we all get some form of physical exercise throughout the restrictions. You may walk around the village if you follow the physical distancing requirement of staying 1.5 metres or two arm lengths away from others and don't gather in groups of more than 2.

There are probably more questions and concerns from residents we have not addressed here. If you are unsure about how the restrictions apply to you, please contact your Retirement Village Coordinator for clarification.

We all need to do our bit to keep ourselves and others safe. The restrictions are harsh and keep us from living as we would like but are necessary to help stop the spread of COVID-19.

Thank you for your understanding and patience.

Kind regards,

Steve Walkerden

General Manager

