

Dear Families and Friends of our Glenfield Residents,

I am writing to you as I wanted to make you aware of some recent changes implemented at our Glenfield Campus (Easton Park).

As you are aware, we live in very challenging times at present and in responding to these events, some of our decisions are made very quickly. Specifically and due to recent experiences at our homes, I have made the decision to place stricter entry controls at Easton Park.

You will by now be aware, that like many other providers, Whiddon has implemented restricted visitation access to our homes following the spread of COVID-19. These measures were implemented for the sole purpose of protecting residents, employees and visitors. Obviously our residents are the most vulnerable and its essential that we do everything possible to protect them. Following the implementation of these measures and regrettably, we have a small number of visitors disregard these protective controls, placing residents and employees at risk. Some of our employees have also endured verbal abuse and confronting behaviour.

While acknowledging that there is a lot of anxiety in the community at present, these actions and behaviours towards our people will not be tolerated. As such and in the interest of our retirement village residents, our 550 aged care residents and 880 employees who live and work at our Glenfield campus, we have introduced a new, interim single entry point control measure, to improve entry controls at Easton Park. This is effective as of **Thursday 26 March** and will assist in triaging entry to the site during the precautionary closure period that we have in place. We understand that this new measure may cause some inconvenience, however as noted, this is a decision that we have made with the health and safety of our residents and employees as our top priority.

Management of the entry points will be as follows:

Main entry (off Belmont Road)

This will be the main entrance to the site. There will be a temporary entry boom gate in place at this point. There will be at least one person at this entry point to triage access to the site between 6am and 6pm. Retirement village residents, visitors approved to see their family members on compassionate grounds, approved essential service providers and employees will be given access. Visitors who would like to drop off authorised items to be given to their family members, will need to ring ahead to be added to the approved entry list.

Service entry (off Belmont Road)

This entry point is only for deliveries. Signage will be in place to assist with management of this entry point.

The Fawcett Street Gate (entry closest to the retirement village)

This will be closed during this period. As mentioned above, the main entry point is via the Belmont Road main entrance.

This temporary measure will be reviewed regularly and will be lifted at a suitable time.

Again, these are difficult times, that will subside and I am greatly appreciative of your understanding during this period.

Thank you,



Chris Mamarelis