



DATE: 24th March 2020

TO: All visitors and family members

FROM: Director of Nursing – Dafni Brown

RE: Coronavirus Voluntary Lockdown effective 25th March 2020

Dear visitor/family member

As the coronavirus situation evolves, we want to reassure you that we are implementing all possible measures prevent the spread of this new illness in our facility and to protect our residents, staff and the wider community.

We have recently implemented a new Visitor Protocol and improved infection control practices. Effective 25th March 2020, we have now decided to initiate voluntary lockdown of our facility to ensure the safety of every resident. This is not a decision we have taken lightly, and we believe it is in the best interest of our residents.

In the event of special circumstances, such as an anniversary or birthday, or should there be any deterioration in your loved one's condition or an end-of-life situation, we will make arrangements on a case-by-case basis. Please contact us to discuss arrangements in such circumstances.

Feel free to phone your loved one. Or, if they have an electronic device that enables video calling capabilities, please keep in touch with them through their device. Should one of our staff members be required to assist them with the video call, we would be very happy to help and schedule time in. Please contact us to coordinate this on enquiries@wongaburra.com.au

We are also setting up links on our website to answer a number of questions you may have and setting up alternate methods to communicate with your loved one as well as information to how to organise a phone connection. As soon as we have, more information we will update our website - <https://wongaburrasociety.com.au/resources/important-information/> please check daily for updates

Please be aware we are experiencing a high number of calls and would appreciate any non-urgent queries be emailed to enquiries@wongaburra.com.au

If you have any urgent questions or concerns in relation to these temporary measures, please contact 07 5540 1400

We thank you for your cooperation and support of our arrangements to protect our residents in light of the current health emergency. Together, we can help keep the people we love and care for, healthy and well.

Wongaburra Society
Outbreak Management Team

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