**RE: NOTIFICATION —CORONAVIRUS (COVID-19) OUTBREAK**

Dear families,

An outbreak of COVID-19 has been declared at [FACILITY NAME] as of [DATE]. This outbreak may mean that some residents may have been exposed to COVID-19.

We are working closely with the North Eastern Public Health Unit, State, and Commonwealth Government teams to protect your families and manage this exposure.

 ACTIONS TAKEN:  ADD/DELETE AS REQUIRED

* The facility has commenced their infection prevention and control measures, including
  + immediate testing of staff and residents,
  + isolating any positive residents, and
  + determining whether residents and staff are household-like, social or workplace contacts.
* The results of the immediate testing of staff and residents and determination of the type of contacts will determine what further measures will be needed.
* Until the results of the immediate testing are available:
  + Communal spaces (such as lounges and dining areas) have been closed and communal activities (such as dining, recreation, social and religious activities) have been cancelled
  + Meals will be served in residents’ rooms
* All residents are entitled to essential visitors, regardless of outbreak status. Some areas of the facility may be required to continue to quarantine residents to their wing for 7 days. If this affects your family member, you are still able to visit them, however you will need to wear personal protective equipment (PPE)
* Staff in some areas of the facility are required to wear full PPE. This means they are wearing N95/P2 masks, gowns, gloves and face shields. This may mean that staff take longer than normal to do things or attend to your loved one’s needs, as they will be carefully putting on and removing PPE in between each interaction with residents.

What do you need to do?

Please continue to support your loved one through phone calls and video calls if possible.

If you know you have been in contact with a case at the facility, please seek testing immediately and monitor for symptoms.

We will continue to keep you updated.

If you have a complaint or concern about the care that your loved one is receiving in the facility, you can:

* Use the complaints process at the facility, or;
* Ring the Aged Care Quality and Safety Commission on 1800 951 822, or;
* Submit a complaint online via the following link: <https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>

Thank you for your patience as we manage this exposure and keep your loved ones safe.

Kind Regards,

[Facility contact]