

Bolton Clarke is actively working to protect residents and has implemented enhanced resident protection measures.

When coming to our communities please support us by:

- Observing all health-related signage around the community.
- Following good hand hygiene practice while visiting. Extra care is being taken to keep our residential community clean.
- Taking part in temperature checks on arrival. A team member will be on hand to greet you and answer any questions you may have.
- Practicing social distancing of 1.5m.

Families planning a visit can help us by taking the following precautions:

- If you are unwell or experiencing symptoms of respiratory illness (fever, chills, cough, runny nose, sore throat, body aches, muscle pain or having trouble breathing), please do not visit.
- If you have had contact with someone who has Novel Coronavirus, please do not visit.
- Check COVID-19 updates and COVID-19 hot spots regularly at QLD Health and NSW Health and follow health advice.

Ongoing COVID-19 safety measures

In the event that there is a suspected or actual outbreak of COVID-19 in the area surrounding our community, we will put in place additional proactive measures to ensure the continued safety of your loved one. This may include temporary exclusion of visitors at short notice to minimise risk to residents, staff and visitors.

In this situation we may need to respond rapidly and we will notify family members as soon as possible. We will share information and regular updates with you and your loved ones and wherever possible arrange alternative communication approaches to keep you connected.