

Dear Resident, Families, Friends and Volunteers,

The safety of our residents is always our priority. COVID-19 is an infection that is likely to spread very fast in nursing homes. As our residents are elderly, the risk of becoming severely ill is very high. We know that visitors and are most likely to be the ones introducing the virus that causes COVID-19 to care homes.

To protect our residents, we have to follow the following steps:

1. Restrict ALL visitations

No visiting is allowed as per guidance by the Ministry of Health, this is necessary to protect our precious residents. We are introducing alternative methods of visitations (such as Video Whatsapp or Skype) so you can continue communicating with your loved ones. You can still deliver food and items to your loved ones. We have a procedure for you to follow to do this. Please see the additional guidelines to follow to avoid contamination of delivered items.

In exceptional circumstances, we will allow visitors in for compassionate reasons. These visitors will be screened for risk of COVID-19, fever and symptoms. You will have to sign a declaration and we need to keep your contact details. Visitors who are allowed to enter will be restricted to one area, limit the length of time they spend in the building and will have to wash their hands frequently. The maximum number allowed is one person per resident.

2. Monitoring the health of personnel and residents

Non-essential personnel and volunteers are now restricted from entering the facility. All caregivers are actively monitored for fever and symptoms. Those who are ill have to stay at home. They will clean their hands frequently.

We are assessing residents daily for fever and symptoms. Anyone who is ill will be quickly identified and we may implement additional infection prevention or move them to a hospital.

3. Limit activities

All group activities and community outings are cancelled. We will help them practice social distancing, avoid communal dining and frequently clean their hands.

Please visit our Ministry of Health's website on more updates and information on COVID-19 to protect your health: <http://www.moh.gov.my/index.php/pages/view/2019-ncov-wuhan>

Thank you very much for your understanding, and we hope we can work together to keep your loved ones safe. We will keep you informed of any updates on the situations.

If you have any questions, please contact:

Yours sincerely,