



31 August 2021

Dear Shangri La Resident Family Members

Our number one priority is the safety and well-being of our staff and residents.

We wish to confirm our phone call to the next of kin family members yesterday that we have been advised of a potential exposure at Shangri La Aged Care Home with a person who has tested positive to COVID-19.

This person is a staff member who was working at the home on Thursday 26 and Friday 27 August before testing positive on Monday morning, 30 August.

Our COVID-19 Pandemic Taskforce are currently working with NSW Health and the Public Health Unit to identify any further close contacts as a result.

As per our Outbreak Prevention and Management Plan we have taken the necessary steps to limit contact and at this time all residents will be required to remain in their rooms. All residents and rostered staff have been tested for COVID-19 and all results received so far have been negative. We are waiting on further results.

We will provide you with further information as it comes to hand. Please be assured if we identify your loved one as having any symptoms of COVID-19 or if we receive any further positive test results will contact you.

The Home remains in lockdown to all non-essential visitors due to the current stay-at-home orders.

A member of our staff will be available to assist you with any queries or concerns you have regarding your loved one. We understand this is a difficult time and we are taking all precautions to protect everyone. The Older Persons Advisory Network (OPAN) is available to provide ongoing support to residents families and can be contacted on 1800 700 600.

Our NSW Management team are working closely with the home to support them and our residents.

Stay safe. We will get through this together.

Yours truly

A handwritten signature in black ink that reads "Graeme Prior".

**GRAEME PRIOR**  
**Chief Executive Officer**