

A thankyou note to reassure your residents during COVID-19

Your residents are sure to be uncertain and concerned right now. They may find it reassuring to receive a note from someone they trust in your residential aged care facility.

The draft thankyou note to the right may help. Copy and paste to use on your facility's letterhead, and feel free to modify it for your facility's current status.

You can also find it at opan.com.au/covidresource along with a broad range of other COVID-19 resources.

Words you may wish to use

Dear **<Resident Name>**,

I wanted to extend a huge thank you for your understanding and patience right now. This is a difficult time for our community at **<facility name>**, and I know it is particularly difficult for you as a resident.

The virus we are dealing with can spread very quickly. To make sure everyone at **<facility name>** stays healthy, we've had to make significant changes to our usual way of doing things. Change can be challenging, and we want you to know that we will work through this situation as quickly as possible.

Our biggest goal is to keep you safe.

Please feel free to ask questions or ask for help if you need it. We will keep you updated as we work to get things back to normal.


Thank you again,

[Signature]

[Name]

[Title]

Contact OPAN or Aged Rights Advocacy Service (ARAS) to find out more about COVID-19 resources and support for your residents and their families.

 Freecall **1800 700 600**
6am–10pm AEST, 7 days



sa.agedrights.asn.au
opan.com.au/covidresource