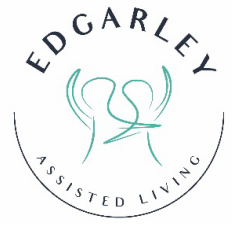


Edgarley Assisted Living

MEMO

No: 272025



Date: 21/10/2024

To: Resident, POA, NOK & Families

Subject: Hot Water Outage

To Residents, POA, NOK and Families,

We are writing to sincerely apologize for the recent disruption to the hot water supply at Edgarley Assisted Living.

We understand how important reliable access to hot water is for your hygiene and well-being. The inconvenience caused by this outage of hot water supply has not gone unnoticed by management and we deeply regret the impact it had on your day-to-day routines.

The loss of hot water occurred due to a blown hot water pipe which in turn shorted out the recirculation pump which then impacted on heat pumps which resulted in no hot water throughout the residents' bathrooms. Our maintenance team, along with external specialists, worked hard to resolve the situation. We would like to thank the care staff for ensuring that all hygiene needs were adequately met to ensure residents had comfort, cleanliness, and dignity during the outage. We are pleased to inform you that full hot water service has now been restored and the issues identified of the cause of the outage.

Moving forward, we are reviewing our maintenance protocols to ensure that management has been informed of any issue that effects the residents and their care requirements. Then ensuring that the residents and POA, NOK and families are advised in a timely manner of any issues that will impact on the resident's well-being. Our priority is always to provide a safe, comfortable, and dignified living environment for our residents.

We thank you for your patience and understanding during this time. If you have any ongoing concerns or need further assistance, please do not hesitate to contact CEO Sue Wray or DON Mandy Lee via phone, email or in person.

Kind Regards

Trish McKenzie CI/IPC LEAD