



MEMORANDUM

To: All Residential Aged Care Centre Residents and Families
From: Richard de Haast, National Director
The Salvation Army Aged Care
Date: 20 March 2020
Subject: **Coronavirus (COVID-19) update**

Dear all,

Acknowledging that we are in unprecedented times and that these moments create uncertainty and for some anxiety, I wanted to continue to keep you updated. The team are absolutely focused on dealing with the rapidly evolving situation and remember that your wellbeing and that of your family member is always front of mind for us.

I am seeking to vary the forms of communication to you and so have recorded a video which you can watch by searching for this link on You Tube or by entering the following hyperlink into your Internet browser:

https://youtu.be/ZE1CSKA_rpQ

Question and Answer Sessions for Residents and Families

As mentioned in yesterday's communications, we will also be holding location specific Q&A sessions for residents and families. Given the restrictions around physical distancing and access to our Centres, these will be held online so that we do not get large groups of people together. These will enable you to pose specific questions to myself and the clinical leadership team of the organisation.

You will be receiving an invitation to these sessions in the coming days.

I would like to re-iterate the changes in terms of visitors to our Centres and also to advise you that we are introducing a new sign in form at all our locations that will ask all visitors to answer a number of questions related to these directives from the Australian Government.

Visitors

Following the Australian Governmental directive, these individuals (staff, contractors, and visitors) **are not to enter** any of our aged care residential facilities:

- All individuals who have returned from any travel outside of Australia unless they have self isolated for a period of 14 days;
- All individuals who are experiencing flu-like symptoms;
- All children under the aged of 16 years;
- All school groups;
- All entertainment individuals and groups;



- After the 1st May, a person (staff member or visitor) who has not had a flu vaccination.

Furthermore, the Australian Government has placed further restrictions on visitors:

- Any visit to a resident is limited to a maximum of two people at any given time.
- These visits must be for a limited period of time;
- These visits can only take place in the bedroom of a resident or in an outdoor area.
- These visits must only be with the family member of the visitor.
- If a volunteer is visiting a resident, then they can only do this in the bedroom of the resident or in an outdoor area.

For residents who are receiving end of life care, it is important that family members can spend time with them. For this reason, the number of visitors may be increased along with the period of time of the visit, although the visit still needs to take place in the bedroom of the resident.

We will continue to update you all should we make any changes to any of this information.

If you have any questions or feedback, please feel free to contact me directly at Richard.deHaast@salvationarmy.org.au.

If you did want more information, please visit The Department of Health's website. A collection of resources about the virus is also available on <https://www.health.gov.au/>

Please take care of yourselves and others

A handwritten signature in blue ink that reads 'Richard'.

Richard de Haast
National Director
The Salvation Army Aged Care