



MEMORANDUM

To: All Retirement Living Residents
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/SRnBh95bD0w>

Question and Answer Sessions for Residents and Families

We will also be holding location specific Q&A sessions for residents and families. Given the restrictions around physical distancing, 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.

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

Richard de Haast
National Director
The Salvation Army Aged Care