



25 June 2020

Our Clients and Representatives  
The Salvation Army Aged Care

Dear All,

As you may be aware, there is an increase in community transmission of COVID-19 in Victoria at the moment and this is concerning for not only those involved but the community at large. I would like to take this opportunity to remind you that if you or anyone you are in contact with has a fever or chills, or any acute respiratory symptoms (e.g. a cough, sore throat, shortness of breath, runny nose, or loss of smell or loss of taste), you should present for testing and get medical advice. If you are unwell, or if you have been tested for COVID-19, it is essential that you notify your Care Coordinator.

As a result of the increased risk of community exposure and the identified hotspots in Victoria by Victorian Health, I wanted to reaffirm to you that the safety and well-being of our clients and staff is our highest priority. As a result, it may be appropriate for us to meet with you and review your care plan. There may be services that we adjust or modify to assist in risk reduction.

We will continue to use relevant Personal Protective Equipment ("PPE") as needed, and to maintain hand hygiene. We have also increased our cleaning protocols as part of our response to the COVID-19 pandemic. We ask that you please continue to respect social distancing particularly when receiving services from our care workers.

We hope the following will assist:

- stay at home and only go out if it is absolutely essential;
- stay at least 2 arms' length away from other people, even to talk;
- no more than one person per 4 square metres of space when shopping or at cafes;
- avoid physical greetings such as handshakes, hugs and kisses;
- reduce the number of visitors who come into your home as much as possible;
- travel at quiet times and avoid crowds; and
- avoid public gatherings (where possible).

I will continue to update you on the current situation in Victoria and advise if any additional measures need to be taken. If you have any questions or concerns, please don't hesitate to contact your Care Coordinator.

Kind regards,

Fiona Sanders  
General Manager – Community Care  
The Salvation Army Aged Care