



21 August 2020

Our Residents and Representatives
Maybanke Aged Care Centre
The Salvation Army Aged Care

RE: AN UPDATE FOR MAYBANKE AGED CARE CENTRE

Dear All,

We continue to monitor the level of community transmission of COVID-19 in your area and given that there is still risk associated with this, we will be keeping your Centre at Risk Level 5 for the time being. As a reminder, at Risk Level 5, the following still apply:

- No visitors, volunteers or non-essential contractors permitted to visit the Centre, except contractors providing essential services such as cleaners, kitchen staff, emergency tradespeople and some allied health providers. The exception will be for visitors coming in to visit a palliating resident;
- Residents will be unable to leave the Centre unless it is for a medical or dental appointment or to visit a palliating member of their immediate family;
- Temperature checks will continue on all parties entering the Centre;
- Group activities shall be no more substantial than 2-3 people indoors and 5-7 people outdoors with strict physical distancing measures in place.

Masks are continuing to be recommended as an effective strategy in protecting against the spread of COVID-19. We encourage the use of masks where possible and appropriate. If you have concerns or questions about the use of masks when at our Centre, please speak to the management team.

If you have symptoms of respiratory illness including a cough or a cold, or if you have a fever or have lost your sense of taste or smell, we ask that you do not visit the Centre if you are permitted to do so. Speak to your General Practitioner or call the National Coronavirus hotline. Please also advise your Centre Manager.

As always, you are encouraged to reach out to the Centre by phone or email should you require an update on the wellbeing of your loved one. We can facilitate regular contact in different ways (WindowConnect, video chat, drop off a special treat, additional updates from Centre Manager, etc.). These will enable our residents to remain connected with their families.

Should the Centre Manager and senior operational and clinical leadership team feel there is an assessed need for further support of your loved one, we will contact you to develop a specific interaction plan. In addition, if you are one of the identified families or representatives who has been allowed to visit the Centre, we will be in contact with you to develop a visitor access plan.



As you know, we do not take any decision lightly when it comes to the safety and wellbeing of our residents and their loved ones, especially in the current environment of the COVID-19 pandemic. We appreciate your consideration and your continued support.

If you have any questions, please speak to your Centre Manager.

Kind regards,

A handwritten signature in black ink that reads "S Feddema".

Samantha Feddema
General Manager – Residential Services
The Salvation Army Aged Care



If you have any questions, please get in touch with your Centre Manager as they would be happy to assist.

Kind regards,

Samantha Feddema

General Manager – The Salvation Army Aged Care
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