



2 July 2020

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

Dear All,

You may be aware that a staff member who worked at the self-service checkouts at the Darling Street Woolworths in Balmain has tested positive for COVID-19 and worked while infectious. Therefore, we have decided to move Montrose Aged Care Centre from Risk Level 4 to Risk Level 5 for the next two weeks as a precaution. This will occur from tomorrow, 3 July 2020.

As a result, there are limitations to residents leaving the Centre. Residents will only be permitted to leave the Centre if they have a medical or dental appointment or to visit a palliating member of their immediate family.

We will also implement a moratorium on visitors and volunteers. This does not include contractors providing essential services such as cleaners, kitchen staff or some allied health providers. There is a provision that a person is permitted to enter the Centre if they are:

- a key support person for a resident of the residential aged care centre who has a diagnosed medical condition; and
- present at the premises at the request of the operator of the residential aged care facility and for the purpose providing essential support to the resident by reducing distress or confusion that has occurred in respect of the resident as a result of that person's medical condition; or
- visiting a palliating resident.

Should your Centre Manager and our senior operational and clinical leadership team feel there is an assessed need for further support of your loved one, you will be contacted to develop a specific interaction plan. 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 are well advanced in putting in place the steps on how we can facilitate regular contact in different ways (video chat, drop off a special treat, additional updates from the Centre Manager, etc.). These have been activated to enable our residents to remain connected with their families.

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 will continue to monitor the situation and update you should there be any developments.



Aged Care

Should you have any questions, please get in touch with your Centre Manager.

Kind regards,

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

Samantha Feddema

General Manager – Residential Services
The Salvation Army Aged Care