



17 July 2020

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

Dear All,

Thank you for your patience and understanding as we shifted Montrose Aged Care Centre from Risk Level 4 to Risk Level 5 given the case of COVID-19 declared in your area. As the 14-day precautionary period is now complete, we will move Montrose Aged Care Centre from Risk Level 5 to Risk Level 4 effective 18 July 2020. At Risk Level 4, the following apply:

- Visitors will now be permitted to visit the centre for care and support visits, but are restricted to a maximum of 2 people per visit once per day and for 2 hours;
- Children under the age of 16 will be permitted to visit;
- Residents may now leave the centre, but they must ensure that they practise physical distancing of 1.5 metres and good hand hygiene;
- All residents moving into the centre or returning from overnight leave (for example, from hospital leave) will need to isolate for 7 days upon their return to the centre;
- Large group activities and outings will not be allowed but small group sessions and individual activities may be made available through the centre. These activities and sessions can take place outdoors with 1.5 metres of distance between residents or indoors with 1 person per 4 square metres;
- Staff screening will continue including temperature checks;
- All residents will continue to have their temperatures checked.

If you are a visitor and 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 and that you speak to your General Practitioner or call the National Coronavirus hotline. If you are a resident and you have these symptoms, please notify the Centre Manager.

As a reminder:

- All staff and visitors who have travelled to Victoria in the previous 14 days are to be denied entry to residential aged care centres in New South Wales;
- If a resident has been in Victoria in the past 14 days, please call the NSW Public Health Unit on 1300 066 055.

Given the designated COVID-19 hotspots in Victoria as stated by the Victorian Government and the increase in community transmission there, we appreciate your flexibility and understanding at this time.

Please note that all visitors are still required to provide documentation of their current flu vaccination when visiting the centre.



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

Kind regards,

A handwritten signature in black ink that reads "Sfeddema".

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