



16 July 2020

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

RE: AN UPDATE FROM NSW HEALTH AND THE USE OF MASKS

Dear All,

Given the proximity of Weeroona Aged Care Centre to Casula where there has been an outbreak of COVID-19, we have decided to move Weeroona Aged Care Centre from Risk Level 3 to Risk Level 5 on our Risk Assessment Matrix effective today at 5:00pm.

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 based on the Risk Assessment Matrix and upon a requirement from NSW Health. 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.). We also have WindowConnect, where you can spend time with your loved one by virtue of connecting through a window. Bookings can be made through reception and more information can be found at this link: <https://agedcare.salvos.org.au/windowconnect/> These measures 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 understand that the situation is changing rapidly given the nature of COVID-19 and we appreciate all that you are doing to protect our residents and your loved ones.

Although at this time under Risk Level 5, there are greater restrictions, we also provide the following information. Given that there has been an increase in community transmission of COVID-19 in New South Wales and we have received an update from NSW Health in relation to this as extracted below. They are requesting that residential aged care centres screen staff and visitors against the following venues and dates:

- **Crossroads Hotel, Casula:** 3-10 July (people who attended the Crossroads Hotel during these dates are advised to immediately self-isolate until 14 days after they were last there and attend a clinic for testing even if they have no symptoms)
- **Picton Hotel:** 4, 5, 9, 10 July
- **Planet Fitness, Casula:** 6 - 10 July
- **Star City Casino:** 4 July (8:00pm - 10:30pm)
- **Canterbury Leagues Cub:** 4 July (11:00pm - 1:00am)
- **Narellan Town Centre Shopping Town** (Kmart, Target, Best & Less, H&M and food court): 6 July
- **Zone Bowling, Villawood:** 27 June (11:00am – 3:00pm)
- **Cook, Kurnell:** 5 July (11:30am - 12:30 pm)
- **Highfield, Caringbah:** 5 July (6:00pm - 9:00pm)
- **Merimbula RSL:** 6 July (6:00pm - 9:00pm)
- **Waterfront Café, Merimbula:** 7 July (8:30am - 9:30am)
- **Murray Downs Golf Club:** 4-5 July

Staff and visitors who have attended these venues on these dates should not be allowed to enter the centre until 14 days after they last attended the venue and are well. It remains essential that anyone with symptoms, even very mild symptoms, get tested and stay home until cleared.

Finally, we have received the following advice from the NSW Government:

The outbreak of COVID-19 continues in Victoria and an outbreak has been detected in South Western Sydney, associated with the Crossroads Hotel in Casula. It is crucial that all residential aged care facilities maintain vigilance to prevent the introduction of COVID-19 into your facility.

Given the current risk of COVID-19 now in the community please implement the following measures:



All facilities:

- Anyone with fever or respiratory symptoms, even mild, should be excluded from the facility. They should be advised to isolate at home and seek COVID-19 testing.
- Any visitors who have been in Victoria in the last two weeks should be excluded from the facility.
- Until the end of July, any visitors to any residential aged care facility who have been in the following local government areas in the previous two weeks should be excluded from the facility: **Liverpool, Campbelltown, Camden, Wollongong and Wollondilly.**
- All aged care staff who reside in the above **South Western Sydney local government areas must wear a surgical mask while in the facility until at least the end of July.** Further advice will be provided should this be a required measure post the end of July.
- Staff and visitors who have visited any of the locations linked to the COVID-19 outbreak in South Western Sydney (see updated list of venues and dates at <https://www.nsw.gov.au/covid-19/latest-news-and-updates>) should be excluded for a period of 14 days since their visit to the listed location. It is important to regularly check the website, as this list may expand.

Please note that Weeroona is in the Local Government Area of Bass Hill which is in South Western Sydney so all staff will be required to wear surgical masks while in the centre until at least the end of July.

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

Kind regards,

Samantha Feddema

General Manager – Residential Services
The Salvation Army Aged Care