



6 August 2020

Our Residents and Representatives  
Carpenter Court Aged Care Centre  
The Salvation Army Aged Care

**RE: A CHANGE IN RISK LEVEL DUE TO AN INCREASE IN COMMUNITY TRANSMISSION OF COVID-19**

Dear All,

We have received advice from the Public Health Unit that there has been an increase in community transmission of COVID-19 in the Newcastle region recently and that residential aged care centres should close to visitors as a precaution. Please see their advice to us as extracted below:

*There are new COVID-19 cases in Newcastle and below is information from the HNELHD Public Health Unit for Residential Aged Care Facilities ("RACFs")*

- *If your facility is within the Greater Newcastle and Lake Macquarie LGAs RACF should be closed to visitors for the next week*
- *staff should wear surgical masks for all of the time that they are at work*
- *staff should not move between facilities for this week*

Given this advice and the location of your Centre, we will be moving your Centre to Risk Level 5 on our Risk Assessment Matrix as a precaution. At Risk Level 5 the following will now 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;
- All staff are to wear surgical masks.

You can review the areas of increased testing and surveillance in New South Wales as outlined on the NSW Government website: <https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>



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. 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 the 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. Also, suppose you are one of the identified families or representatives who has been allowed to visit the Centre. In that case, 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 get in touch with 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