



7 December 2020

Our Residents and Representatives  
James Barker House Aged Care Centre  
The Salvation Army Aged Care

**RE: A CHANGE IN RISK LEVEL**

Dear All,

We have reviewed our Risk Assessment Matrix and based on the decrease in community transmission of COVID-19 in Victoria, we will move your Centre to Risk Level 3 on the Matrix effective immediately. At Risk Level 3, the following will now apply:

- There are no restrictions on visits to residential aged care centres in Victoria, but visitors will need to follow the rules set by the Centre;
- Children under the age of 16 will be permitted to visit;
- Visits will need to occur in the resident's room or in an outdoor area;
- Temperature checks and monitoring for signs and symptoms of respiratory illness will continue on all residents;
- Temperature checks will continue on all parties entering the Centre;
- Physical distancing for all interactions between parties at the Centre will continue to be maintained;
- Large group activities and significant group outings will be postponed;
- On-site activities will be kept small and either outdoors or indoors with significant space between residents and staff;
- Residents will be able to leave the Centre, for example, with family.

We are also writing to you to clarify the communication sent to you over the weekend. Please be advised that the Department of Health and Human Services ("DHHS") and the Victoria State Government released an information sheet on 26 November 2020 in conjunction with the latest Care Facilities Direction (No 17) released on 22 November 2020. Based on the directive that there are no longer visiting restrictions in care facilities in Victoria, to keep visits safe, there are some general rules that must be followed:

**Visitors must:**

- *wear a fitted face mask (this includes anyone aged 12 and older)*
- *visit only the resident and follow instructions from staff regarding what areas of the facility you can access*
- *keep at least 1.5 metres away from everyone at the facility, including the resident, while visiting*
  - *if you cannot do this, for example if you help the resident with eating, you may be directed by staff to wear personal protective equipment (PPE)*
  - *follow staff instructions to prevent crowding and ensure physical distancing.*
- *wash or sanitise your hands regularly and as directed by staff.*

*Visitors are encouraged to have an up-to-date influenza vaccination.*

**Declarations:**

All visitors must make a declaration that they:

- do not have any coronavirus (COVID-19) symptoms
- are not a close contact of someone who has coronavirus (COVID-19)
- are not currently required to quarantine or isolate.

**You must not visit the facility if you:**

- are unwell or have even the mildest symptoms of coronavirus (COVID-19), such as:
  - fever or temperature over 37.5 degrees
  - loss or change in sense of smell or taste, chills or sweats, cough, sore throat, shortness of breath, and/or runny nose
- have coronavirus (COVID-19) and you are currently required to isolate
- have been in close contact with someone who has coronavirus (COVID-19) within the last 14 days and you are currently required to quarantine
- have been tested for coronavirus (COVID-19) and have not yet received your result
- arrived in Australia from overseas in the last 14 days.

Please note that a new Care Facilities Direction (No 18) was released for Victoria on 6 December 2020 and it revokes the previous Direction (No 17). In the latest Direction, the following people will also be excluded from entering the Centre:

- during the 14 days immediately preceding the entry, the person had known contact with a confirmed case (except in the course of their employment while wearing the appropriate level of personal protective equipment in the circumstances)

As always, our priority is keeping your loved ones and our staff members safe, so we appreciate your patience and support as we continue to navigate the situation as it relates to COVID-19 in Victoria. If you have any questions, please get in touch with your Centre Manager.

Kind regards,



**Nghia Bui**  
Area Manager – Residential Services  
The Salvation Army Aged Care