



16 November 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 are writing to thank you for your patience and support during the past few months and as we continue to navigate the situation as it relates to COVID-19 in Victoria. Based on the lowered rate of transmission of COVID-19 in the community, we will move James Barker House Aged Care Centre to Risk Level 4 on our Risk Assessment Matrix effective 17 November 2020. At Risk Level 4, and based on the latest Care Facilities Direction (No 16) for Victoria, the following will now apply:

- Visitors should not enter if they are unwell;
- Visitors must comply with screening;
- Visitors must maintain distance of 1.5 metres from other residents and visitors;
- Visitors must wear a mask at all times;
- Visitors must ensure strict hand hygiene;
- Visits are to occur in resident rooms or outdoor areas of the Centre. Common areas of the Centre shared by other residents are excluded for visitors as a precaution at this time;
- Visitors are limited to only one visitor, once per day, for a maximum of 2 hours;
- Visiting hours will be 9am-11am and 2pm – 4pm.

If you are a visitor, it is very important for you to confirm in writing on arrival to James Barker House Aged Care Centre that you do not have COVID-19, that you are not currently required to self-isolate or quarantine, and that you have not been in contact with a confirmed COVID-19 case in the last 14 days.

If you have been diagnosed with COVID-19, or if you are currently under direction to self-quarantine due to COVID-19, you are awaiting a test for COVID-19 or, in the last 14 days prior to entry, you've had contact with a confirmed case of COVID-19, then you will be unable to enter the Centre. Please call ahead if you are unsure.



If you have been excluded from visiting James Barker House Aged Care Centre for any of the above reasons or cannot get to the Centre, please don't hesitate to reach out to the Centre Manager. We will manage visitor access on an individual basis, assess the risks and provide alternatives when possible including video conferencing and phone calls. If you have any questions, please get in touch with your Centre Manager.

Kind regards,

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

Samantha Jukes

General Manager – Residential Services
The Salvation Army Aged Care