



18 February 2021

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

**RE: A NEW CARE FACILITIES DIRECTION FOR VICTORIA**

Dear All,

We are writing to advise you that Victoria's Chief Health Officer has released a new Care Facilities Direction for Victoria. Direction (No 22) came into effect at 11:59pm on 17 February 2021 and it replaces the previous Direction (No 21). Based on the new Direction, the following will now be in place at James Barker House Aged Care Centre:

- Clause 7(2):
  - **End of life: 2 visitors at any one time.**
  - **Support visitors** (Where the visitor is the parent, guardian, partner, carer or support person of the resident, and the person's visit is for the purpose of providing emotional, cultural, spiritual or social support to the resident that cannot reasonably be provided by that person via electronic or other non-contact means): **1 visitor per day for a maximum of one hour.**
  - **Essential care persons** (Visitor's presence at the facility is for the purposes of providing essential care and support necessary for the resident's physical wellbeing that optimises the care and support delivered by workers at the facility and cannot reasonably be provided by that person via electronic means): **1 visitor at any one time.**

Should you wish to review the latest Direction, you can do so at this link:

<https://www.dhhs.vic.gov.au/sites/default/files/documents/202102/Care%20Facilities%20Directions%20%28No%2022%29%20-%2017%20February%202021%20%28signed%29.pdf>

We have reviewed our internal Risk Assessment Matrix given the release of this new Direction and your Centre will move to Risk Level 4 effective immediately. Please continue to be mindful of physical distancing and hand hygiene at this time and, if you are unwell, please do not visit your loved one. If you are a resident and you have symptoms of COVID-19, please speak to your Centre Manager. Should the above information raise any questions for you, please get in touch with your Centre Manager.

Kind regards,

**Samantha Jukes**  
General Manager – Residential Services  
The Salvation Army Aged Care