



16 November 2020

Our Residents and Representatives  
Linsell Lodge Aged Care Centre  
The Salvation Army Aged Care

**RE: A CHANGE IN RISK LEVEL**

Dear All,

Based on the community transmission risk of COVID-19 in South Australia and in alignment with our infection prevention management policies, we will be moving your Centre to Risk Level 5 on our Risk Assessment Matrix as a precaution effective today, 16 November 2020. We have made this decision to ensure the safety to all our residents and staff.

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.

You may be aware of the areas in the local community identified as areas of concern, or of monitoring, including Mawson Lakes School and Parafield Plaza Supermarket. Please keep across the following South Australia Health website for updates on case locations and community transmission:

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/about+us/news+and+media/all+media+releases?mr-sort=date-desc&mr-pg=1>

We do note today that the update for 15 November 2020 says: “Anyone who was in the LMH emergency department between 5.30pm Friday 13 November and 4am Saturday 14 November who has not been contacted by SA Health should self-quarantine immediately and contact the SA COVID-19 Information Line on 1800 253 787. In addition, anyone who was at Parafield Plaza Supermarket on Thursday 12 November between 10:30am – 11:30am should monitor for symptoms and get tested as soon as symptoms appear.”



We recognise the potential impact of the decision to move to Risk Level 5 on some visitors, representatives and residents. As such, 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 and we can discuss your circumstances and needs. In addition, 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 understand that this might be a difficult time for our residents and their family members given the extra precautions that we are taking in line with the risks associated with COVID-19. Spending time with your loved one is just as important for you as it is for them and we take this into account when making decisions about the visiting restrictions at our Centres.

These decisions with regard to moving our Centres up and down our Risk Assessment Matrix are made with the safety and wellbeing of your loved ones in mind. We sincerely appreciate your understanding and continued support in these matters.

As a reminder, we do have a Visitor Code of Conduct which is on display within our Centres for your reference and each resident is required to sign an agreement upon moving into the Centre. We'd like to bring these to your attention, and we ask that you review them. We have attached the Visitor Code of Conduct to this letter for you.

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. 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