



10 November 2020

Our Residents and Representatives  
Maybanke Aged Care Centre  
The Salvation Army Aged Care

**RE: A REDUCTION IN RISK LEVEL**

Dear All,

Based on the low rate of community transmission of COVID-19 in your area at the present time and upon a review of our internal Risk Assessment Matrix, we will move your Centre to Risk Level 3 effective immediately. At Risk Level 3, the following will apply:

- Visitors will be permitted but to 2 visitors per resident at any one time;
- Children under the age of 16 will be permitted to visit;
- 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 continue to align with directives coming from NSW Health and the Public Health (COVID-19 Aged Care Facilities) Order (No 3) 2020. Based on these directives and as a reminder, visitors will be excluded from the Centre if they:

- Have a fever or symptoms of COVID-19;
- Have been identified as a close contact of a COVID-19 case;
- Have been in any of the locations on the 'self-isolate and get tested immediately' section NSW Government website at the times and dates listed: <https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>
- Have been in any of the locations listed on the 'monitor for symptoms' section NSW Government website at the times and dates listed (refer to the website above);
- Have been in Victoria (apart from the Victoria border region) in the last 14 days.



All visitors will be asked to sign in and complete strict screening before entering the Centre. We also ask all visitors to undertake hand hygiene and utilise PPE available, including masks in the Centre. Visits will take place in residents' rooms, or in outdoor areas. 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