



28 August 2020

Our Residents and Representatives
Maybanke 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 risk associated with community transmission of COVID-19 in your area, we will move your Centre to Risk Level 4 on our Risk Assessment Matrix effective Saturday, 29 August 2020. As our utmost priority is keeping your loved one safe, we appreciate your patience with regards to this change. We also recognise how important it is to move up and down the Matrix as reactively and promptly as we can whilst ensuring we keep everyone safe. Thank you for the patience and resilience shown by residents and their representatives during the heightened precautions.

At Risk Level 4, the following will now apply:

- Visitors will be permitted to visit the Centre for care and support visits, but are restricted to a maximum of 2 people per visit once per day and for 2 hours;
- Visiting hours will be from 9am-12pm and 2pm-5pm;
- Children under the age of 16 will be permitted to visit;
- Residents may leave the Centre, but they must ensure that they practise physical distancing of 1.5 metres and good hand hygiene;
- All residents moving into the Centre or returning from overnight leave (for example, from hospital leave) will need to isolate for 7 days upon their return to the centre;
- Large group activities and outings will not be allowed but small group sessions and individual activities may be made available through the Centre. These activities and sessions can take place outdoors with 1.5 metres of distance between residents or indoors with 1 person per 4 square metres;
- Staff screening will continue including temperature checks;
- All residents will continue to have their temperatures checked.

If you are a visitor and have symptoms of respiratory illness, including a cough or a cold, or if you have a fever or have lost your sense of taste or smell, we ask that you do not visit the Centre and that you speak to your General Practitioner and/or call the National Coronavirus hotline. If you are a resident and you have these symptoms, please notify the Centre Manager.



We also ask that you check the hotspots or Local Government Areas (“LGAs”) of increased testing and surveillance as defined by the New South Wales Government regularly when accessing the community and visiting the Centre. These can be reviewed at the following link:

<https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>

Based on a requirement made by NSW Health, any visitor who has attended the same location as a COVID-19 case listed at the venues in the above link should be excluded from the Centre for 14 days as a precaution. Additionally, if you have visited a hotspot or one of the designated LGAs in the past 14 days, you will not be permitted to visit your loved one for 14 days following that visit as a precaution. If you are unsure about where these hotspots or LGAs are, or if you are planning to travel to visit the Centre, please consider calling ahead beforehand to confirm as the hotspots and LGAs can change frequently.

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. We understand that the situation is changing rapidly given the nature of COVID-19 and we appreciate all that you are doing to protect our residents and your loved ones.

If you have any questions, please get in touch with your Centre Manager.

Kind regards,

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

Samantha Feddema
General Manager – Residential Services
The Salvation Army Aged Care