



31 July 2020

Our Residents  
Maybanke Aged Care Centre  
The Salvation Army Aged Care

**RE: CHANGE TO RISK LEVEL 5**

Dear All,

You may be aware that there has been an increase in community transmission of COVID-19 in New South Wales and that there are hotspots located in the vicinity of Maybanke Aged Care Centre based on the information from the NSW Government at the following link: <https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>

In addition, we received updated advice from NSW Health which has been extracted as follows:

*Until further notice: any visitors to any residential aged care facility who have been in the following local government areas in the previous 14 days should be excluded from the facility: Bankstown, Waverley, Woollahra, Randwick, eastern part of City of Sydney, Parramatta, Fairfield, Liverpool, Campbelltown, Camden, Wingecarribee and Wollondilly.*

*Until further notice: residential aged care facilities in the above local government areas should not allow any visitors (visitors performing essential caring functions may be allowed but must wear a mask). In exceptional circumstances, seek advice from your local NSW Health public health unit on 1300 066 055.*

Given this information, we have decided to move Maybanke Aged Care Centre from Risk Level 4 to Risk Level 5 until further notice as a precaution. This restriction will occur from 1 August 2020 to allow us to facilitate staffing requirements.

As a result, there are limitations to residents leaving the Centre. Residents will only be permitted to leave the Centre if they have a medical or dental appointment or to visit a palliating member of their immediate family. We will also implement a moratorium on visitors and volunteers. This restriction does not include contractors providing essential services such as cleaners, kitchen staff or some allied health providers. There is a provision that a person is permitted to enter the Centre if they are:

- a key support person for a resident of the residential aged care centre who has a diagnosed medical condition; and
- present at the premises at the request of the operator of the residential aged care facility, to provide essential support to the resident by reducing distress or confusion that has occurred in respect of the resident as a result of that person's medical condition; or
- visiting a palliating resident.

Should your Centre Manager and our senior operational and clinical leadership team feel there is an assessed need for further support of your loved one, they will contact you to



develop a specific interaction plan. As always, 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 can facilitate regular contact in different ways (WindowConnect, video chat, drop off a special treat, additional updates from the Centre Manager, etc.). These are available to enable our residents to remain connected with their families.

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. We will continue to monitor the situation and update you should there be any developments.

If you have any questions, please get in touch with your Centre Manager as they would be happy to assist.

Kind regards,

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

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