



16 July 2020

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

RE: A COVID-19 UPDATE FROM NSW HEALTH AND A CHANGE IN RISK LEVEL

Dear All,

Given the proximity of Maybanke Aged Care Centre to Casula where there has been an outbreak of COVID-19, we have decided to move Maybanke Aged Care Centre from Risk Level 3 to Risk Level 4 on our Risk Assessment Matrix effective 17 July 2020. At Risk Level 4, the following 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;
- 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 or call the National Coronavirus hotline. If you are a resident and you have these symptoms, please notify the Centre Manager.

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, you will be contacted 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 are well advanced in putting in place the steps on how we can facilitate regular contact in different ways (video chat, drop off a special treat, additional updates from the Centre Manager, etc.). These have been activated 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 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.

There has been an increase in community transmission of COVID-19 in New South Wales and we have received an update from NSW Health in relation to this as extracted below. They are requesting that residential aged care centres screen staff and visitors against the following venues and dates:

- **Crossroads Hotel, Casula:** 3-10 July (people who attended the Crossroads Hotel during these dates are advised to immediately self-isolate until 14 days after they were last there and attend a clinic for testing even if they have no symptoms)
- **Picton Hotel:** 4, 5, 9, 10 July
- **Planet Fitness, Casula:** 6 - 10 July
- **Star City Casino:** 4 July (8:00pm - 10:30pm)
- **Canterbury Leagues Cub:** 4 July (11:00pm - 1:00am)
- **Narellan Town Centre Shopping Town** (Kmart, Target, Best & Less, H&M and food court): 6 July
- **Zone Bowling, Villawood:** 27 June (11:00am – 3:00pm)
- **Cook, Kurnell:** 5 July (11:30am - 12:30 pm)
- **Highfield, Caringbah:** 5 July (6:00pm - 9:00pm)
- **Merimbula RSL:** 6 July (6:00pm - 9:00pm)
- **Waterfront Café, Merimbula:** 7 July (8:30am - 9:30am)
- **Murray Downs Golf Club:** 4-5 July

Staff and visitors who have attended these venues on these dates should not be allowed to enter the centre until 14 days after they last attended the venue and are well. It remains essential that anyone with symptoms, even very mild symptoms, get tested and stay home until cleared.

In addition, we have received the following advice from the NSW Government:

The outbreak of COVID-19 continues in Victoria and an outbreak has been detected in South Western Sydney, associated with the Crossroads Hotel in Casula. It is crucial that all residential aged care facilities maintain vigilance to prevent the introduction of COVID-19 into your facility.

You might be required to wear a mask when visiting your loved one as a precautionary measure and we appreciate your understanding if required to do so.



Given the current risk of COVID-19 now in the community please implement the following measures:

**All facilities:**

- Anyone with fever or respiratory symptoms, even mild, should be excluded from the facility. They should be advised to isolate at home and seek COVID-19 testing.
- Any visitors who have been in Victoria in the last two weeks should be excluded from the facility.
- Until the end of July, any visitors to any residential aged care facility who have been in the following local government areas in the previous two weeks should be excluded from the facility: **Liverpool, Campbelltown, Camden, Wingecarribee and Wollondilly.**
- All aged care staff who reside in the above **South Western Sydney local government areas** must wear a surgical mask while in the facility until at least the end of July. Further advice will be provided should this be a required measure post the end of July.
- Staff and visitors who have visited any of the locations linked to the COVID-19 outbreak in South Western Sydney (see updated list of venues and dates at <https://www.nsw.gov.au/covid-19/latest-news-and-updates>) should be excluded for a period of 14 days since their visit to the listed location. It is important to regularly check the website, as this list may expand.

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.

Should you have any questions, please speak to your Centre Manager.

Kind regards,

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