



21 July 2020

Our Residents and Representatives
Montrose 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 has been a confirmed case linked to a restaurant in Chippendale. Therefore, we have decided to move Montrose Aged Care Centre from Risk Level 4 to Risk Level 5 until further notice as a precaution. This will occur from 22 July 2020 in order 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 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 and for the purpose providing 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, 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 will continue to monitor the situation and update you should there be any developments.



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

Kind regards,

A handwritten signature in black ink that reads "S Feddema".

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