



21 September 2020

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

RE: A CHANGE IS RISK LEVEL

Dear All,

We have received updated advice from NSW Health regarding the recommended easing of restrictions in New South Wales as they relate to your Centre. Based on correspondence dated 18 September and as extracted from the latest NSW Health letter, the following people will continue to be excluded from the Centre:

- *Those with a fever 37.5°C or higher, or respiratory symptoms, even mild. They should isolate at home and seek COVID-19 testing*
- *Those who have been in Victoria in the previous 14 days (exceptions exist for staff in NSW/VIC border communities with a valid border permit)*
- *Those who have visited any of the venues at the same time as a COVID-19 case listed on the NSW Government website (<https://www.nsw.gov.au/covid-19/latest-news-and-updates>)*

We are also required to exclude visitors who have been in the following areas in the last 14 days:

- In NSW: Bankstown (part LGA), Blue Mountains LGA, Cumberland LGA, Fairfield LGA, Hunters Hill LGA, Liverpool LGA, Mt Druitt (suburb), Parramatta LGA, Randwick LGA, Waverley LGA, Woollahra LGA •
- In QLD: City of Brisbane, City of Ipswich, Lockyer Valley Region, Logan City, Moreton Bay Region, Redland City, Scenic Rim Region, Somerset Region

Additionally, all visitors along the NSW border with QLD from Tweed Heads through to Woodenbong are now required to wear masks when visiting a residential aged care centre in New South Wales.

Please note the exception that if you have been in one of the above listed areas in the last 14 days and you have compassionate reasons for visiting such as end of life care, you will be permitted to visit provided that you are escorted directly to and from the resident's room. In these instances, visitors should not have symptoms of respiratory infection or a fever. They will also be required to wear a mask.

Based on this updated correspondence from NSW Health, we have reviewed our Risk Assessment Matrix and we will move your Centre to Risk Level 4 on our Risk Assessment Matrix.



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;
- Children under the age of 16 will be permitted to visit;
- Visiting hours will be from 9am-12pm and 2pm-5pm daily;
- 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.

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 do intend to visit the Centre, please ensure to check the above NSW Government listed website regularly. Thank you for your continued support and understanding.

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

Kind regards,

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

Samantha Feddema

General Manager – Residential Services
The Salvation Army Aged Care