



17 December 2020

Our Residents and Representatives
Pacific Lodge Aged Care Centre
The Salvation Army Aged Care

RE: A CHANGE IN RISK LEVEL

Dear All,

As you may be aware, there have been confirmed cases of COVID-19 in the Northern Beaches. The Chief Health Officer has issued the following advice that is to be followed by all residential aged care centres between Collaroy and Palm Beach effective immediately:

- There should be a temporary 3 day pause on visitation to residential aged care centres;
- All staff should wear masks;
- Any staff who have attended any of the venues visited by the confirmed positive cases of COVID-19 are to immediately be excluded from the centre and be tested for COVID-19. The venues are listed at the following website:
<https://www.nsw.gov.au/covid-19/latest-news-and-updates>;
- Any residents with symptoms should be tested for COVID-19;
- Any staff with symptoms should be tested for COVID-19 and excluded from the centre;

Based on the confirmed cases of COVID-19 in the Northern Beaches, we will be moving your Centre to Risk Level 5 on our internal Risk Assessment Matrix as a precaution effective immediately. At-Risk Level 5, the following will now apply:

- No visitors, volunteers or non-essential contractors permitted to visit the Centre, except contractors providing essential services such as cleaners, kitchen staff, emergency tradespeople and some allied health providers. The exception will be for visitors coming in to visit a palliating resident;
- Residents will be unable to leave the Centre unless it is for a medical or dental appointment or to visit a palliating member of their immediate family;
- Temperature checks will continue all parties entering the Centre;
- Group activities shall be no more substantial than 2-3 people indoors and 5-7 people outdoors with strict physical distancing measures in place.

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 which will enable our residents to remain connected with their families. Should our team feel that there is an assessed need for further support of your loved one, we will contact you to develop a specific interaction plan.



As you know, we do not take any decision lightly when it comes to the safety and wellbeing of our residents, your loved one and our staff, especially in the current environment of the COVID-19 pandemic. We will continue to keep you up-to-date and with reference to the Chief Health Officer's advice. Thank you for your consideration and your continued support. If you have any questions, please get in touch with your Centre Manager.

Kind regards,

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

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