



19 October 2020

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

RE: A CHANGE IN RISK LEVEL

Dear All,

We have reviewed our Risk Assessment Matrix and based on the decreased risk of community transmission of COVID-19 in your area, we will move your Centre to Risk Level 3 on the Matrix effective Tuesday, 20 October. At Risk Level 3, the following will now apply:

- Visitors will be permitted but limited to 2 visitors per resident at any one time. This does not mean that only the same 2 people can visit a resident;
- Children under the age of 16 will be permitted to visit but they must be closely supervised;
- Temperature checks and monitoring for signs and symptoms of respiratory illness will continue on all residents;
- Temperature checks will continue on all parties entering the Centre. Please arrive directly to reception or present to the nurses' station. You must record your name and contact details;
- Physical distancing for all interactions between parties at the Centre will continue to be maintained;
- Large group activities and significant group outings will be postponed;
- On-site activities will be kept small and either outdoors or indoors with significant space between residents and staff;
- Residents will be able to leave the Centre, for example, with family;
- Current flu vaccinations are still required for all visitors.

According to the latest NSW Health Directives, all staff and visitors with a fever of 37.5°C or higher, or respiratory symptoms, even if mild, or those who have been in Victoria in the previous 14 days will be excluded from the Centre. Exceptions may be granted to those with a valid border permit.

If you do 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 and/or call the National Coronavirus hotline on 1800 020 080. If you are a resident and you have these symptoms, please notify the Centre Manager.



The latest NSW Health Directives also state that anyone who has visited the venues listed on the NSW Government website at the same time as a COVID-19 case, and anyone who has been in the listed suburbs and Local Government Areas of increased testing and surveillance, will be excluded from the Centre. Please check this website regularly as the locations may change: <https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>

If you meet one of the above criteria, there may be some opportunity to still visit your loved one. Please contact the Centre manager and discuss this as a risk assessment must be completed and considerations made. If an in-person visit cannot occur, we continue to facilitate video and WindowConnect visits.

In terms of visiting a resident, we encourage you to arrive to the Centre wearing a mask as you may be asked to wear a mask at all times while in the Centre. We also ask that you undertake hand hygiene before and after entering their room. Please remain within their room for the duration of the visit.

If a resident does not live in a single room, please use a designated outdoor area or alternative room where the resident and their visitors can keep apart from other residents. You should abide by social distancing when liaising with staff and anyone else in the Centre. We appreciate your consideration and your continued support.

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 'Sjukes'.

Samantha Jukes

General Manager – Residential Services
The Salvation Army Aged Care