



4 September 2020

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

RE: A CHANGE IN RISK LEVEL

Dear All,

We have received advice from the Public Health Unit that the cases of COVID-19 in your area are now isolating and that all of the close contacts related to these cases have been contacted. Based on this, we have reviewed our Risk Assessment Matrix and we will move your Centre to Risk Level 4 on our Matrix as of Sunday, 6 September 2020. As our utmost priority is keeping your loved one safe, we appreciate your patience and understanding with regards to this change. 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.

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 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.

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 have any questions, please get in touch with 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