



1 October 2020

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

RE: A CHANGE IN RISK LEVEL

Dear All,

Based on communication released today from NSW Health, Bass Hill is no longer deemed an area of increased COVID-19 testing and surveillance. As a result, we have reviewed our Risk Assessment Matrix and we will move your Centre from Risk Level 5 to Risk Level 4. This change will be effective from Saturday, 3 October 2020, to allow us time to implement staffing changes. As our utmost priority is keeping your loved one safe, we appreciate your patience regarding 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. If you are a resident and you have these symptoms, please notify the Centre Manager.



Based on the communication we received today from NSW Health, the following visitors will be excluded from the centre:

- with fever 37.5°C or higher, or respiratory symptoms, even if mild
- who have been in Victoria in the previous 14 days (exceptions exist for staff and visitors in NSW/VIC border communities with a valid border permit)
- who have visited any of the venues listed on the NSW Government website at the same time as a COVID-19 case (<https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>)
- they have been in the following areas in the last 14 days: Campbelltown LGA, Liverpool LGA and Parramatta LGA

There are exceptions to the exclusions above and they include visiting as essential carer or for compassionate reasons such as end of life care. In such cases, masks must be worn and movement throughout the centre will be restricted. These circumstances are approval based, please contact the Centre Manager if you feel they apply to you.

We appreciate that the situation as it relates to COVID-19 is a rapidly changing one and we thank you for your understanding as has related to the visiting restrictions at your centre. 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