



19 December 2020

Our Residents and Representatives
The Salvation Army Aged Care

RE: A CHANGE IN RISK LEVEL

Dear All,

Based on the significant rise in COVID-19 case numbers in recent days in Sydney, and because we have been notified of positive cases of COVID-19 in the community near your Centre by NSW Health and the Public Health Units, we will be moving your Centre to Risk Level 5 on our 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 on 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 these are precautionary measures, we will be implementing them for three days for review after that. We are aware that the holiday season and Christmas Day is shortly upon us and we are conscious of this. Please be advised that we will be keeping this in mind as we consider the COVID-19 case numbers in Sydney and the advice and directives from NSW Health. As always, we thank you for your consideration and support as we prioritise the safety of your loved one and our staff members.

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 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 and your loved ones, especially in the current environment of the COVID-19 pandemic. We appreciate your consideration and your continued support. If you have any questions, please get in touch with your Centre Manager.

Kind regards,

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