



15 December 2020

Our Residents and Representatives
The Salvation Army Aged Care

RE: A NEW AGED CARE DIRECTION FOR NSW

Dear All,

According to Clause 5 of the Public Health (COVID-19 Aged Care Facilities) Order (No 4) which was released today, 15 December 2020, the restriction on the number of care and support visitors a resident can receive at one time has been removed. In other words, the limit of two visitors per resident per visit is no longer in place for residential aged care centres in New South Wales. This is because the previous Public Health (COVID-19 Aged Care Facilities) Order (No 3) has been revoked.

With this in mind, and based on physical distancing, we would like to ask you to take the number of visitors permitted in a resident's room or in a designated outdoor area into account when visiting as there will still be restrictions in place in this regard. If you would like clarification on this, and to avoid disappointment when visiting, please call ahead to find out what these limits are. Visitors and residents will not be permitted to gather indoors at this time.

The Salvation Army Aged Care still encourages the flu vaccinations for visitors but please be aware that, in addition to the relaxing of visiting restrictions in New South Wales, the following is also now in effect based on the latest Public Health Order as referenced above:

- Persons are not to enter or remain on premises of residential aged care centre unless:
 - the flu vaccination is not available to the person;
 - the person has a medical contraindication to the flu vaccination (approved form, issued by a medical practitioner);
 - the person is making a care and support visit to a resident of the facility. Such visitors do not have to have a flu vaccination;
 - is making a welfare or wellbeing visit to one or more residents of the facility (e.g. chaplain, spiritual coordinator). Such visitors do not have to have a flu vaccination.

Should you have flu-like symptoms or 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.



As your centre is still at Risk Level 3 according to our internal Risk Assessment Matrix, we would like to remind you that the following will still apply:

- 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;
- 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.

As always, we appreciate your continued support and understanding at this time. If you have any questions, please get in touch with your Centre Manager.

Kind regards,

A handwritten signature in black ink that reads 'S. Jukes'.

Samantha Jukes

General Manager – Residential Services
The Salvation Army Aged Care