



21 December 2020

Our Residents and Representatives
The Salvation Army Aged Care

RE: UPDATED NSW HEALTH DIRECTIVES AND A CHANGE IN RISK LEVEL

Dear All,

On 21 December 2020, NSW Health updated their directives to all residential aged care centres in New South Wales. Effective immediately, visitors to residential aged care centres in New South Wales will be prohibited from entering as a precautionary measure. Exceptions will be made for visitors who are visiting a palliating resident or performing essential caring functions and these visitors will be required to wear a surgical mask at all times.

Based on these changes, 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.

Please note that these measures will be in place until at least midnight on 23 December 2020. For those Centres currently at Risk Level 5 in Sydney, your Centre will remain there until at least Wednesday at midnight or as otherwise advised. We thank you for your understanding. We will be monitoring the NSW Health directives and update you accordingly. You can review the latest advice for residential aged care centres at the following website: <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/racf-latest-advice.aspx>

We have extracted the relevant information from the website above for your review:

- *Until further notice all staff and visitors must wear a surgical mask whilst in a residential aged care facility.*
- *Until at least 11.59pm on Wednesday 23 December 2020 **all residential aged care facilities across NSW must exclude visitors.** Visitors performing essential caring functions may be allowed but must wear a mask. In circumstances where there are specific needs (for example, a dying relative), seek advice from your local NSW Health public health unit on 1300 066 055.*
- *Further advice will be provided on the morning of Wednesday 23 December 2020 as we further understand the pattern of the current outbreak.*

Exclude staff who:

- *Have been in any of the locations:*
 - *On the [self-isolate and get tested immediately](#) list, at the times and dates listed*
 - *On the [monitor for symptoms](#) list, at the times and dates listed except where noted otherwise on the web page*
- *Have a fever (37. 5°C or higher) or symptoms of COVID-19 (acute blocked nose congestion has been added to the list of symptoms)*
- *Are a close contact of a person with confirmed COVID-19 and are within their self-isolation period*
- *Lives in a household with a person who is identified as a close contact of a person with confirmed COVID-19.*
- *Regularly visit the [NSW COVID-19 website](#) on areas of active community transmission.*

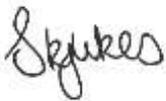
Ensure that legible records are kept of visitor and staff entry and exit into the facility for contact tracing purposes.

As always, 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, including for example WindowConnect and video calling, 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.

We recognise this year has been challenging already and that we understand these changes are particularly difficult given their proximity to Christmas but that we will work to ensure we can facilitate the connective services and Christmas community at a Centre level.

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