



28 July 2020

Our Residents and Representatives
The Salvation Army Aged Care

RE: THE USE OF MASKS IN OUR NSW CENTRES AND RISK LEVELS

Dear All,

On direction from Chief NSW Health Officer Dr Kerry Chant received on 24 July 2020, any visitors to any residential aged care centre who have been in the following local government areas in the previous 14 days should be excluded from the centre:

Parramatta, Fairfield, Liverpool, Campbelltown, Camden, Wingecarribee and Wollondilly

We have also received advice from NSW Health on their escalation in their COVID-19 Infection Prevention and Control measures, which includes specifically that masks will be required for care delivery and when the physical distancing requirement of 1.5 metres cannot be maintained. We have adopted this advice and guidance. This means that as of today, our New South Wales staff will be required to wear a mask in the centre when delivering care to your loved one as a precautionary measure.

We have also reviewed our Risk Assessment Matrix and based on the increase in community transmission of COVID-19 in New South Wales, if your centre is at Risk Level 4 or Risk Level 5, it will remain there as a precaution.

Additionally, we have decided that all centres that are currently at Risk Level 3 will move to Risk Level 4. As our utmost priority is keeping your loved one safe, we appreciate your understanding with regards to this.

For those centres moving from Risk Level 3 to 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;
- 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.

Should your Centre Manager and our senior operational and clinical leadership team feel there is an assessed need for further support of your loved one, you will be contacted to develop a specific interaction plan. 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 have put in place the steps on how we can facilitate regular contact in different ways (video chat, drop off a special treat, additional updates from the Centre Manager, etc.). These steps are in place to enable our residents to remain connected with their families.

We do not take any decision lightly when it comes to the safety and wellbeing of our residents and their loved ones, especially in the current environment of the COVID-19 pandemic. 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 "Saddema".

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