



30 August 2020

Our Residents and Representatives
NSW Aged Care Centres
The Salvation Army Aged Care

RE: A CHANGE IN RISK LEVEL

Dear All,

Given an increase in community transmission of COVID-19 the Sydney metropolitan and Central Coast areas and based on a New South Wales Public Health Alert issued on 28 August 2020 we will be moving your Centre to Risk Level 5 on our Risk Assessment Matrix from Monday 31 August until at least 12 September, or as required, as a precaution. All Centres currently at Risk Level 5 will remain at that Risk Level until 12 September, or as required.

For your reference, the Public Health alert states the following:

The current Sydney CBD outbreak involves people who have travelled from multiple areas in the Sydney metropolitan and Central Coast areas. As a precaution NSW Health is extending existing visitor restrictions by strongly advising people who live or work in the Greater Sydney metropolitan area and Central Coast to refrain from visiting aged care facilities until 12 September.

Staff are also requested to wear masks when working in these facilities.

There is currently no evidence of any cases in aged care residents or staff in aged care facilities in NSW. These are precautionary steps to prevent the entry of COVID-19 into this vulnerable setting.

Please see the link: https://www.health.nsw.gov.au/news/Pages/20200828_01.aspx

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;
- Masks will be required by all individuals 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.



If you 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 if you are permitted to do so. Speak to your General Practitioner or call the National Coronavirus hotline. If you are a resident and you have these symptoms, please notify the Centre Manager.

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 (WindowConnect, video chat, drop off a special treat, additional updates from the Centre Managers, etc.). These will enable our residents to remain connected with their families.

Should the Centre Manager and senior operational and clinical leadership team feel there is an assessed need for further support of your loved one, we will contact you to develop a specific interaction plan. In addition, if you are one of the identified families or representatives who has been allowed to visit the Centre, we will be in contact with you to develop a visitor access plan.

As you know, 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 recognise how important it is to move up and down the Matrix as reactively and promptly as we can whilst ensuring we keep everyone safe. Thank you for the patience and resilience during the heightened precaution. We appreciate your consideration and your continued support.

If you have any questions, please speak to your Centre Manager as they would be happy to assist.

Kind regards,

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

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