



8 January 2021

Our Residents and Representatives
Regional NSW
The Salvation Army Aged Care

RE: UPDATED DIRECTIVES FROM NSW HEALTH

Dear All,

We are writing to advise you of the updated directives released by NSW Health for Residential Aged Care Centres in New South Wales on 7 January 2021. Based on these new directives, a maximum of two visitors per day will now be permitted to access your Centre unless the visitor is from one of the Local Government Areas ("LGAs) listed below. Compassionate approval will be considered for anything that falls outside of the visitor restrictions. Thank you for your patience and understanding as we continue to align with the directives from NSW Health. These changes will be effective from 8 January 2021.

We have extracted the key points relating to these new directives for your information as below with the full directives available for review at the following link:

<https://www.health.nsw.gov.au/Infectious/covid-19/Pages/racf-latest-advice.aspx>

Until further notice all residential aged care facilities must:

- *ensure all staff and visitors wear a surgical mask within the facility*
- *ensure residents have a maximum of only two visitors each day. They may have different visitors each day*
- *exclude visitors from the [Northern Area of the Northern Beaches](#), [City of Wollongong](#), [Cumberland City Council](#) or the [Canterbury Ward](#) of Canterbury Bankstown Council*
- *exclude staff and visitors who:*
- *live in a household with a person who is currently self-isolating*
- *have been to any of the [latest COVID-19 locations](#) in NSW at the times and dates listed, excluding the [monitor for symptoms list](#)*
- *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.*

- *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*
- *other ways to connect with family and friends will remain important. Refer to the [Industry Code for Visiting Residential Aged Care Homes during COVID-19](#) for alternative ways of communicating between residents and their families.*



- *Until further notice all residential aged care facilities in [Northern Area of the Northern Beaches](#), [City of Wollongong](#), [Cumberland City Council](#) or the [Canterbury Ward](#) of Canterbury Bankstown Council:*
- *must exclude all visitors, except those performing essential caring functions*
- *should avoid residents leaving the facility unless it is essential (for example, a medical appointment) or for exercise*
- *should ensure that residents are provided with appropriate PPE and infection control advice if they need to leave the facility.*

Based on these new directives, your Centre is will be at Risk Level 4 on our internal Risk Assessment Matrix from 8 January 2021. We ask that you continue to maintain physical distancing when in the Centre and when in the community as well as your hand hygiene. As masks are now required by NSW Health when accessing a residential aged care centres, we ask that you adhere to this requirement as well.

For residents who leave the Centre, we ask that you wear a mask at all times unless you are eating or drinking as your safety and wellbeing is of great priority. Residents will not be permitted to visit areas of increased testing unless for medical appointments. If they do visit these areas, they will be required to isolate at the Centre upon return.

If you have any questions, please get in touch with your Centre Manager.

Kind regards,

A handwritten signature in black ink that reads 'Sjukes'.

Samantha Jukes

General Manager – Residential Services
The Salvation Army Aged Care