



1 February 2021

Our Residents  
NSW Retirement Villages  
The Salvation Army Aged Care

**RE: UPDATED DIRECTIVES AND QR CODE USE**

Dear Residents,

At The Salvation Army Aged Care, the safety of our residents and staff is paramount and we reference NSW Health and the Chief Health Officer's advice in determining the restrictions to apply in our Villages. We have reviewed the current situation as it relates to Retirement Villages in New South Wales and we confirm that all villages within NSW are at Risk Level 3 on our internal Risk Assessment Matrix under which the following will now apply:

- Visitors are permitted in Village common areas;
- Visitors will be required to be screened and wear a mask at all times;
- Children will be permitted to enter your unit however will not be permitted to use the swimming pool at Warringah Place;
- The swimming pool at Warringah Place is open and the screening must be completed;
- Physical distancing for all interactions between parties at the Village will continue to be maintained. The 4 square metre rule will be applied and we ask that residents observe the signage designating maximum permissible persons in each location;
- Residents will be permitted to use the common areas without a mask if they observe physical distancing of 1.5m;
- Temperature checks will continue on all parties entering the Village;
- Chapel services will be permitted with total gathered calculated at one person per 4 square metres;
- The hairdresser can attend the Village, but hairdresser and resident must wear a mask and sign-in prior to attending the appointment. We will observe two (2) persons in the salon with people waiting for an appointment to use common areas;
- Bus services will continue with passengers strictly limited to 6 unrelated persons;
- Morning and afternoon teas are permissible;
- Use of the Village BBQ facilities is permissible;
- Gym equipment may be used and resident screening must be completed and equipment wiped down with the wipes provided;
- Contractors that are attending the site will need to comply with the same precautions as staff;
- Village staff are required to wear a mask when social distancing cannot be maintained.

The events of the past month have shown that none of us can become complacent and there is still a significant risk of community transmission therefore we ask that you are vigilant at all times to protect both yourself and members of your community in the Village.



We would like to remind you of the following link which lists all the locations where a COVID-19 case has been present: <https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locationsinnsw>

We ask that you continue to utilise the QR code on the posters stationed around the Village to monitor for case locations where a COVID-19 positive person has been present or at any time seek clarification from your Village Manager. We are also introducing the NSW Government QR Code sign in, which will make it much easier for everyone.

We thank you for your continued understanding and support as we navigate the COVID-19 pandemic together.

Kind regards,

A handwritten signature in black ink that reads 'William Crowley'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

**William Crowley**  
Operations Manager – Retirement Living  
The Salvation Army Aged Care