



21 October 2020

Our Residents  
Woodport Retirement Village  
The Salvation Army Aged Care

**RE: A CHANGE IN RISK LEVEL**

Dear Residents,

We have reviewed The Salvation Army Aged Care Risk Assessment Matrix in conjunction with government directives and based on the decreased risk of community transmission of COVID-19 in your area, your Retirement Village will move from Risk Level 4 to Risk Level 3 on the Matrix effective 22 October 2020. As our utmost priority is keeping you safe, we appreciate your patience with regard to ongoing changes.

At Risk Level 3, the following will now apply:

- The hairdresser will continue to operate in alignment with social distancing and avoiding cueing;
- Social distancing continues apply for all interactions between residents and between visitors (1.5 metres). Village gatherings will continue to maintain a minimum space requirement of 4 square metres. Please observe the posters which state how many people can gather in each space;
- On site activities will remain small or outdoors or with sufficient space between residents indoors. The group size will vary from time to time depending on state legislation;
- Social distancing of 1.5 metres will continue on our Village buses;
- Cleaning staff will continue to clean all handrails and all handrails and hard surfaces in entries and common areas as per cleaning rotations.

Please be mindful that your Village is co-located with a Residential Aged Care Centre. To enter the Centre, you will be screened at the front entrance as a precaution. As you will be asked from time to time within the Village.

To minimise the spread of COVID-19, visitors to common areas of the Village will continue to be required to sign in before entering the facilities and have their temperatures checked. Those visitors who are unwell will be advised to leave. Visitors and staff must not enter the Village if they have been diagnosed with COVID-19. Lastly, no group visits should occur and especially by schoolchildren.

We would like to take this opportunity to remind you to be vigilant about your hand hygiene, to maintain social distancing practices from others and to use a mask when you are in contact with the community. The Government still advises older Australians to stay at home if they are over 70-years-old or if you have a pre-existing medical condition.



This doesn't mean that you can't visit family and friends, but you should be mindful of high-risk activities such as using public transport where we recommend wearing a mask. NSW Health lists the current areas of increased COVID-19 testing and surveillance on the following website which is updated regularly. Our Village team is happy to check the website for you if you are travelling out of the area: <https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>

The NSW Government also suggests that you:

- stay active and healthy;
- call your GP or the National Coronavirus hotline (1800 020 080) if you are concerned that you might be infected with COVID-19 or the National Relay Service on 1800 555 677 if you are deaf, hard of hearing or have a speech or communication impairment;
- get tested if you have any symptoms, even if they are only mild;
- follow NSW Health advice about staying home while you are waiting for test results and avoid interacting with other residents by isolating within your unit pending medical advice;
- If you do have symptoms of COVID-19 (runny nose, shortness of breath, cough, or a fever), or if you are getting tested for COVID-19, please notify the Village Manager.

Thank you for your continued patience and support at this time and indeed over the last few months as we have been navigating the situation as it relates to COVID-19 together. We understand that this is an uncertain time and we appreciate all that you are doing to assist in protecting your fellow residents and keeping them safe.

If you have any questions, please get in touch with Sue Frost as she would be happy to assist.

Kind regards,

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