



5 January 2021

Our Residents  
The Salvation Army Aged Care Retirement Villages  
New South Wales

**RE: UPDATED DIRECTIVES AND A CHANGE IN RISK LEVEL**

Dear Residents,

On 31 December 2020, NSW Health updated their directives to all residential aged care centres in New South Wales. Effective immediately, visitors to residential aged care centres Greater Sydney are prohibited from entering as a precautionary measure and all parties permitted to enter for exceptional reasons must wear a mask. At The Salvation Army Aged Care, the safety of our residents and staff is paramount and we reference NSW Health and the Chief Health Officers advice in determining the restrictions to apply in Villages.

We have reviewed the current situation as it relates to Retirement Villages in New South Wales and we have decided to move your Village from Risk Level 5 to Risk Level 4 on our internal Risk Assessment Matrix under which the following will now apply:

- Visitors are not permitted in Village common areas. Visitors should arrive directly to your unit and should not be from a hotspot;
- Children will be permitted to enter your unit but will not be permitted to enter a residential aged care centre until further notice;
- Physical distancing for all interactions between parties at the Village will continue to be maintained. The 1.5 metre rule is recommended and has been used in determining the precautions outlined;
- Residents will be permitted to use the common areas if they use a mask and observe physical distancing;
- Temperature checks will continue on all parties entering the Village;
- Chapel services will be permitted but with a limit of 12 people per service and a log must be kept with attendees' names and phone numbers;
- Masks will be worn in all common areas and during Chapel services;
- Bus services will continue with passengers strictly limited to 6. The Warriewood shopping centre will be not visited until further notice;
- There will be no morning or afternoon teas;
- Use of the Village BBQ facilities will not be permitted until further notice;
- 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 the number of people waiting for an appointment and when attending the hairdresser;
- The swimming pool at Warringah Place will remain closed;
- Contractors that are attending the site will need to comply with the same precautions as staff.



As there is still significant risk of community transmission of COVID-19 in New South Wales, 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. You can also review these locations at the following link:

<https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>

Village staff are required to wear a mask when at the Village at all times. Based on the NSW Health directives from 31 December 2020, we are also required to exclude the following staff and visitors who:

- have been in any of the [latest COVID-19 locations in NSW](#) at the times and dates listed, except where noted otherwise on the web page
- have travelled on any of the [public transport routes](#) at the times and dates listed
- 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
- live in a household with a person who is identified as a close contact of a person with confirmed COVID-19.

At Warringah Place, we will review the restrictions when the Northern Beaches Local Government Area reverts back to the restrictions present for Greater Sydney. Please note that according to the Department of Health, people aged 70 years and over, people with compromised immune systems, and people with some chronic medical conditions are at greater risk of more serious illness from COVID-19. You can review the Department of Health's advice to older people here:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/advice-for-people-at-risk-of-coronavirus-covid-19/coronavirus-covid-19-advice-for-older-people>

As communicated to you on 22 December 2020, our Village Team is available to assist in organising pharmacy or grocery deliveries if your family is not available. In addition and as always, you are encouraged to reach out to the Village Manager by phone or email me or [agedcare.enquiries@salvationarmy.org.au](mailto:agedcare.enquiries@salvationarmy.org.au) should you require a specific update or clarification.

Kind regards,



**William Crowley**  
Operations Manager – Retirement Living

The Salvation Army Aged Care