



19 December 2020

Our Residents
The Salvation Army Aged Care

RE: A CHANGE IN RISK LEVEL

Dear Residents,

Based on the significant rise in COVID-19 case numbers in recent days in Sydney, and because we have been notified of positive cases of COVID-19 in the community near your Village by NSW Health and the Public Health Units, we will be moving your Village to Risk Level 5 on our Risk Assessment Matrix as a precaution effective immediately. At Risk Level 5, the following will now apply:

- No visitors, volunteers or non-essential contractors permitted to visit the Village, except contractors providing essential services such as cleaners, kitchen staff, emergency tradespeople and some allied health providers.
- We strongly suggest that residents do not leave the Village 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 Village;
- There will be no chapel services and no group gatherings.

As these are precautionary measures, we will be implementing them for three days for review after that. We are aware that the holiday season and Christmas Day is shortly upon us and we are conscious of this. Please be advised that we will be keeping this in mind as we consider the COVID-19 case numbers in Sydney and the advice and directives from NSW Health. As always, we thank you for your consideration and support as we prioritise the safety of your loved one and our staff members.

As you know, we do not take any decision lightly when it comes to the safety and wellbeing of our residents and your loved ones, especially in the current environment of the COVID-19 pandemic. We appreciate your consideration and your continued support. If you have any questions, please get in touch with your Village Manager.

Kind regards,

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