



22 December 2020

Our Residents
The Salvation Army Aged Care Retirement Villages
NEW SOUTH WALES

RE: UPDATED DIRECTIVES AND THE CHANGE IN RISK LEVEL

Dear Residents,

On 21 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 in New South Wales are prohibited from entering as a precautionary measure. 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.

As advised, we have moved your Village to Risk Level 5 on our Risk Assessment Matrix as a precaution and 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 four-square metre rule will continue to be enforced in all common areas;
- 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;
- All group activities and outings have been postponed until further notice;
- There will be no Chapel services, singing or carols until further notice;
- Bus services will continue with passengers strictly limited to 4.
- There will be no group gatherings or morning and afternoon teas;
- The swimming pool at Warringah Place will be closed.

Please note that these measures will be in place until at least Monday, 4 January 2021, unless we are advised by NSW Health that the recent outbreak of COVID-19 in NSW has diminished. We will continue to monitor the NSW Health directives and advise you accordingly. You can review the latest advice for COVID-19 case locations on:

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



We have, in the first instance, provided every resident with a hard copy list of the locations where a COVID-19 case has been present in New South Wales according to NSW Health and we encourage you to get a COVID-19 test and self-isolate if you have visited any of these locations. As these locations are changing at least daily, we encourage you to use your smartphone or iPad to scan the QR that has been distributed and displayed around the Village. Our Village Team will update the hard copy location listings regularly to the notice boards as it's not possible to provide repeated updated hard copies.

Our Village Team is available to assist in organising pharmacy or grocery deliveries if your family is not available. Please note that should you need assistance, please call your Village Manager, or if you are unable to make contact The Salvation Army Aged Care's customer service line on 1300 111 227 which is monitored 24/7. For those residents with INS Emergency Call (NOT Vitalcall), please use your emergency pendant to make after hours contact.

Village staff are required to wear a mask when at the Village at all times. Based on the NSW Health directives from 21 December 2020, we are also required to exclude staff and visitors who have been in any of the locations:

- On the [self-isolate and get tested immediately](#) list, at the times and dates listed;
- On the [monitor for symptoms](#) list, at the times and dates listed except where noted otherwise on the web page;
- 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;
- Lives in a household with a person who is identified as a close contact of a person with confirmed COVID-19.
- Regularly visit the [NSW COVID-19 website](#) on areas of active community transmission.

As always, you are encouraged to reach out to the Village Manager by phone or email me or agedcare.enquiries@salvationarmy.org.au should you require a specific update or clarification.

We recognise this year has been challenging already and we understand these changes are particularly difficult given their proximity to Christmas, but we are working to keep you all safe and will look to relax our restrictions when we can.

May I take this opportunity to wish you a blessed and safe Christmas.

Kind regards,

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