



27 July 2020

Our Residents  
The Salvation Army Aged Care

RE: THE USE OF MASKS IN NEW SOUTH WALES

Dear Residents,

We have received advice from the Public Health Unit in New South Wales that masks will be required for care delivery and when the physical distancing requirement of 1.5 metres cannot be maintained. This means that as of today if you have a Community Care staff member providing you with care, they will now be required to wear a mask as a preventative measure. If you have anyone else visiting your home who cannot maintain the 1.5-metre physical distancing requirement, they should also wear a mask. Please speak to your Village Manager if you don't have a mask.

We have also reviewed our Risk Assessment Matrix and based on the increase in community transmission of COVID-19 in New South Wales, we have decided that Weeroona Retirement Village will stay at Risk Level 5 as a precaution.

Additionally, we have decided that Retirement Villages in New South Wales that are currently at Risk Level 3 will move to Risk Level 4 as of 27 July 2020 and the following will now apply:

- Visitors will still be permitted to visit;
- No more than 10 people are permitted to gather inside as it is considered a high transmission area hence restricting gatherings for morning tea, chapel and other events; and
- Shut down of swimming pool.

To minimise the spread of COVID-19, visitors will continue to be required to sign in before entering the Village and have their temperatures checked. Those who are unwell should be advised to stay away. 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 and to maintain social distancing practices of at least 1.5 metres from others. The Government still advises older Australians to stay at home if they are over 70-years-old or if they fall into a high-risk category. 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; and



- 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.

As our utmost priority is keeping you safe, we appreciate your understanding with regards to this.

We do not take any decision lightly when it comes to the safety and wellbeing of our residents and their loved ones, especially in the current environment of the COVID-19 pandemic.

If you have any questions, please get in touch with your Village Manager as they would be happy to assist. There is also an Older Persons COVID-19 Support Line on 1800 171 866.

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 Villages  
The Salvation Army Aged Care