



31 August 2020

Our Residents
The Salvation Army Aged Care

RE: THANK YOU

Dear All,

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.

We continue to review and improve our practices including the internal and external strategies that we have to manage risk. As you are aware, one of these strategies is our Risk Assessment Matrix which has 5 Levels with Level 1 being the lowest level of risk and Level 5 being the highest. We monitor and respond to risk in the community and based on State Government directives in order to assess where your Retirement Village will sit on the Risk Assessment Matrix.

The use of masks is another strategy that we use to mitigate risk. Masks are now required to be worn at residential aged care centres in certain States based on hotspots or areas of increased testing and surveillance in the community and as a means of protecting our residents and staff. We also continue to work with the Public Health Units who provide us with advice and direction as it relates to our Centres and Retirement Villages and this includes reviews of our preparedness.

Additionally, the Department of Health has a factsheet for families and visitors about how to stop the spread of COVID-19 should you wish to review it:

<https://www.health.gov.au/sites/default/files/documents/2020/07/coronavirus-covid-19-sixsteps-to-stop-the-spread-for-families-and-visitors.pdf>

If you would like to provide us feedback as to how we might improve our practices and our service, we encourage you to speak to your Village Manager. Alternatively, you can submit a comment, compliment or complaint directly to our Aged Care Advocate by accessing the following link on our website: <https://agedcare.salvos.org.au/feedback/>

If you have any questions or concerns, please get in touch with your Village Manager as they would be happy to assist.

Kind regards,

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