



Tuesday 7 April 2020

Residents and Representatives
Independent Living Villages
The Salvation Army Aged Care

Dear everyone,

Over the last ten days, there have been several new announcements from both Federal and State Governments around how all Australians, particularly people in our older community, can minimise the risk of contracting COVID-19. As you know, we wish to keep you and your loved ones as safe as possible, so it is important that we emphasise these measures and clearly outline what you can do to protect yourself, your friends and our village community.

On the 29th March 2020, Prime Minister Scott Morrison stated that people over the age of 70 should stay home and self-isolate. The same applies to anyone over the age of 65 with a chronic illness, and Indigenous people over the age of 50. If you fall into one of these groups, we strongly encourage that you follow this request for the sake of your own health and wellbeing.

Also, if you have a friend or a loved one in a residential aged care centre, you will not be permitted to visit if you have not had an influenza vaccination by 1st May 2020. You may want to consider whether this year you also have a vaccination, and this can be arranged through your GP or local pharmacy.

I appreciate that the number of visitors that you have been receiving in your own home may well have reduced since the Government introduced limitations on people moving outside of their homes. This is a challenging byproduct of the restrictions that have been put in place and certainly limits your ability to hold barbeques or dinner parties in your home.

We would like to start a programme of just calling you frequently to see how you are doing and so please make sure that the team have your most up to date telephone number. As always, feel free to contact one of the Village team if you need anything.

I would also like to take this opportunity to remind you of these critical measures you must take:

- Please let the Village team know if you are feeling unwell so that we can keep an eye on you;
- If you are ill, please make sure that you self-isolate so that you protect those around you;
- Please also ensure that you have sufficient groceries on hand and available at home. If we can help you with that, please let the team know;
- When in proximity with people please remember the 1.5m social distancing requirement;
- Please ask that your family and visitors do not visit you if they are unwell. This will minimise the potential of you and other residents contracting any illnesses from visitors;
- As previously announced, we have ceased all group activities and village outings (except for bus trips to pick up groceries and essential supplies);
- If you did want one of the team to help you set up online shopping or to co-ordinate



home deliveries from your pharmacy, please give the team a call and they will be happy to help out;

- The resident amenities remain open for the time being and we would ask that in those environments you maintain the 1.5m social distancing requirements;
- Please note when going on a grocery trip on the bus, the residents must use hand sanitizer upon boarding the bus before and after trips. This is to safeguard themselves and others. Please be advised that if you refuse to use hand sanitizer, we will not be able to transport you.

Communication

For your ease of reference, we have created a separate landing page on our website that contains this and every other piece of communication to you. You can access them by typing the following URL into your browser <https://agedcare.salvos.org.au/coronavirus-updates/> We will continue to place all our correspondence in this location as we distribute it.

If you do acquire a laptop, iPad or new smartphone can you please let the Village team know just so we know that this is an option to communicate with you. Perhaps you can encourage your family members to see if they have one lying at home that they can lend to you. The Village team will be very happy to help you set that up and potentially coach you in its use.

As always, we will continue to update you all should we make any changes to any of this information.

If you have any questions or feedback around this, please feel free to contact me directly at Richard.deHaast@salvationarmy.org.au.

If you would like more detailed information about COVID-19, please visit The Department of Health's website at <https://www.health.gov.au/> where you can find a collection of resources about the virus.

Take care

Richard

Richard de Haast National Director
The Salvation Army Aged Care