



MEMORANDUM

To: All Community Care Clients and Participants
From: Richard de Haast, National Director
The Salvation Army Aged Care
Date: 24 March 2020
Subject: **Coronavirus (COVID-19) update**

Dear all,

As you know, we are absolutely committed to providing continuity of care and service while placing necessary precautions in place during the COVID-19 pandemic. This ensures we keep you and your loved ones as safe as possible.

In the last 48 hours, we have seen an exponential increase in the number of cases of COVID-19 across the country and a number of the State and Territory Chief Medical Officers have also issued specific guidelines with respect to visitors to residential aged care centres. In particular, the directives from the State and Territory Chief Medical Officers have tightened up the visitor restrictions to residential aged care centres and we are needing to adjust our processes accordingly.

This does not impact you and the services that we provide to you in your homes. I just wanted to share that with you in case you have been following the media reports and had questions.

I would like to take the opportunity to remind you of a number of key points:-

- Please call your Care Co-ordinator if you are feeling unwell so that we can keep an eye on you;
- Let your care worker know this before they visit you so they are appropriately prepared;
- Let us know if we can provide additional care and support to you by speaking to your Care Co-ordinator;
- If you want to re-schedule please let us know through the usual process;
- As tough as it may sound, I would like to urge you to ask that your family and visitors do not visit you if they are unwell. This will minimise the potential of you contracting any illnesses from visitors.

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.

Visual Messaging

We understand that people sometimes prefer to hear a message and so I have videoed the content of this letter and you can listen to it by typing the following into your browser <https://youtu.be/Pq3ZcHxOaBg>



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

If you did want more information, please visit The Department of Health's website. A collection of resources about the virus is also available on <https://www.health.gov.au/>

Take care and all the best

Richard

Richard de Haast
National Director
The Salvation Army Aged Care