



Our Residents and Representatives  
Residential Aged Care Centres  
The Salvation Army Aged Care

Wednesday 22 April 2020

Dear all,

As you know, 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.

Yesterday the National Cabinet met and afterwards the Prime Minister issued a statement about visitors to residential aged care centres. We took note of these comments and the fact that up to this point The Salvation Army Aged Care, unlike many other providers, has been fulfilling the spirit and intent of the Prime Minister's comments. Our decision to move this week to a moratorium on visitors and limiting residents leaving the premises would now put us at odds with the views of the National Cabinet. As a result, we have decided to take a more nuanced approach based on using information provided by State and Territory Departments of Health to understand risk to our residents. These Departments articulate hot spot areas for COVID-19 and we will now base restrictions on whether a Centre falls into a hot spot area.

### **What is a COVID-19 hot spot?**

A hot spot is an area where a State or Territory Department of Health has identified a heightened level of concern about COVID-19 infection rates and therefore an increased risk of community transmission cases. The recommendation is that if you are living or working in an area identified as a hot spot and you have symptoms such as a fever, cough, sore throat or shortness of breath, you must be tested for COVID-19 as soon as possible.

### **What does this mean for my Centre?**

Your Centre is not located in a hot spot area.

As a result, please disregard the communications sent to you on 17 April 2020, and continue to adhere to the current restrictions. As a reminder, here are what the current visitor rules are:

- Each resident will only be permitted one visit per day. This visit is bound by the conditions outlined in the section above;
- This visit may last for a maximum of two hours;
- This single visit needs to take place between the hours of 9am and 12pm and 2pm and 5pm;
- On arrival, the visitor(s) will be met by a staff member who will ask a number of screening questions and the visitor(s) need to undergo a temperature test. Should the screening questions or temperature check elicit any concerns then the visitor(s) will be asked not to visit.



Naturally we will continue communicating regularly with you via letter and video and the question and answer sessions for residents and family members as well.

If you have any feedback, please feel free to send me an email at [Richard.deHaast@salvationarmy.org.au](mailto:Richard.deHaast@salvationarmy.org.au).

Many thanks  
Richard

Richard de Haast  
National Director  
The Salvation Army Aged Care