



MEMORANDUM

To: Community Care Clients / Participants and their families
From: Richard de Haast, National Director
The Salvation Army Aged Care
Date: 18 March 2020
Subject: **Coronavirus (COVID-19) update**

Dear all,

As you know, your wellbeing is very important to us and this will continue to be the case. Throughout this pandemic we have taken steps in accordance with direction from the Australian Government and we will continue to do so.

This morning Prime Minister Scott Morrison addressed the nation and provided information relating to COVID-19 and the further restrictions that have now been put in place across Australia. These are significant developments and changes and I acknowledge the impact that this will have on you. I also acknowledge that you and those around you may experience worry or anxiety and I would encourage you to reach out to our community care workers or chaplains for a chat.

Following the Prime Minister's press conference today we have needed to adjust how we deal with our response to COVID-19. This crucial information is found below.

Social Distancing

- It is absolutely crucial that we maintain social distancing (1.5m) where practicably possible.
- Please be mindful of this when you are outside your home.
- Also, all indoor gatherings of 100 people and outdoor gatherings of 500 people are now forbidden. We will adjust our programmes accordingly.
- Please note that this is about social distancing and not about stopping the care or the interactions that you receive.
- All staff on entering a client's home will practice good hand hygiene, and will ensure they communicate this with you.

As previously advised, please ensure that you communicate to your Care Co-ordinator if you are unwell so that we can prepare prior to visiting you in your home.

NDIS

- Community access services to NDIS participants will continue in accordance with individual support plans.
- We will adhere to social distancing advice as mentioned above when participating in community access activities.



- The NDIS support workers will ensure that all participants practice rigorous hand hygiene.
- We recognise the fundamental value of community access activities to our NDIS cohort and will continue to provide these for as long as possible.

We will continue to update you all should we make any changes to any of this information or the Australian Government delivers updated requirements.

If you did want more detailed information, please visit The Department of Health's website. A collection of resources about the virus is also available on the Department's website.

These are challenging times and so please continue to exercise care when you are out and about. You trust our team with your care and activities and we are committed to showing you that that trust is valid and well placed – we do that by going about delivering fabulous customer moments with calmness and care.

This will pass and we will come through this – in the meantime, take care of yourselves and each other.

All the very best

Richard

Richard de Haast

National Director

The Salvation Army Aged Care