



MEMORANDUM

To: All Retirement Living Residents 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 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, and the lives of your families and friends. I also acknowledge that you and those around you may experience worry or anxiety and I would encourage you to reach out to our Village Managers 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 and Hygiene

- 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 from our staff.
- All staff on entering your home will practice good hand hygiene, and will ensure they communicate this with you.
- We recognise that shopping trips may be the only way residents can purchase essential goods. These trips will continue; however, the residents must use hand sanitisers upon boarding the bus before and after trips. This is to safeguard themselves and others. Please be advised that if you chose to refuse to use hand sanitisers, we will not be able to take you on the bus trip.
- Morning teas and other group activities may be cancelled or reduced in size. The Village team will update you on this.
- We have increased our cleaning regime in the common areas.

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 have any questions, 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 the Department's website.

We will also be holding location specific Q&A sessions for residents and families and those details will be shared shortly. Given the restrictions around physical distancing most of these will be held online so that we do not get large groups of people together. These will enable you to pose specific questions to myself and the clinical leadership team of the organisation.

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