



Our Residents and Representatives
Weeroona Residential Aged Care Centre
The Salvation Army Aged Care

Thursday 14 May 2020

Dear all,

Yesterday, the NSW Department of Health declared that the Canterbury Bankstown Local Government Area (LGA) is a COVID-19 hot spot. For your reference I include the link to the Department's site:- <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/stats-nsw.aspx#increased>

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 Weeroona Aged Care Centre?

Weeroona is now located in a hot spot area. As a result, of the heightened risk identified by the Department of Health we will move to cease visitors to the Centre effective Friday 15 May (after the afternoon visiting hours) and limiting residents leaving the sites. There are some exceptions to that – visitors will be permitted if they are visiting a loved one who is in final stage palliative care. Our residents may exit the premises if they are doing so for a medical or dental appointment or to visit a close family member who is also palliating.

In anticipation of feedback from you, I will identify that this approach is entirely in keeping with the newly introduced Access Code for Visitors in the sector where it states in Principle 13 that “Providers will vary their own response to COVID-19 as risks change within their local community”.

When does the Centre lift the visitor moratorium and resident movement restrictions?

The relevant State and Territory Departments of Health remove and add COVID-19 hotspots regularly as they deem the risk in a location has diminished or increased. This is the case for the Canterbury Bankstown LGA which was placed on the list yesterday. We are monitoring that list on a daily basis and if the hotspot designation linked to your Centre is removed then we will advise you of that.



Following that removal, we do need a day or two to organise and roster staff to undertake the reinstated visitor screening. At this point we will reopen the Centre to visitors as per the current limitations.

This will mean that your residents and families will have a very clear trigger and timeline for the removal of the visitor moratorium and resident movement restrictions.

Keeping in contact during this period

The team will ensure that we facilitate regular contact in different ways (“visitor windows”, video chat, drop off a special treat, additional updates from the Centre Manager, etc.). These are now being activated and the team from the Centre will share that detail with you as these will enable our residents to remain connected with their families.

If you have any feedback, please feel free to send me an email at Richard.deHaast@salvationarmy.org.au.

Many thanks for your understanding and support.

Richard

Richard de Haast
National Director
The Salvation Army Aged Care