



MEMORANDUM

To: All our Residents, Families and Visitors
From: Richard de Haast, National Director, The Salvation Army Aged Care
Date: 9th March 2020

Subject: Coronavirus precaution update

Dear all,

We are committed to ensuring that we communicate with you regularly about the coronavirus. You will have received previous precautionary notices and updates from us on the coronavirus over the last few weeks. Please rest assured that we are working very closely with the Department of Health and Public Health Units and will ensure updated information is provided to you as soon as it is available.

We are in uncharted waters with this virus and can appreciate that for a number of you this will be creating a level of anxiety and uncertainty. Please be sure to speak to your Centre Manager about this and they will be able to refer one of our Chaplains to support you.

In the meantime, please take note of the following information.

Hygiene

The best way to protect yourself is the same as you would against any respiratory infection. Please practice good hygiene, particularly by making sure to regularly clean your hands thoroughly for at least 20 seconds with soap and water, or an alcohol-based hand rub. Remember to cover your nose and mouth when coughing and sneezing with a tissue or a flexed elbow, and avoid close contact with anyone with cold or flu-like symptoms.

Symptoms and self-isolation

If you are experiencing flu-like symptoms, please let one of the team know immediately. If one of your family is experiencing flu-like symptoms, they should rest and remain at home and seeking medical care if symptoms persist.

If your friends and family members have travelled to or transited through the following countries from 1 February 2020 or have been in close contact with a confirmed case of coronavirus, please ask that they **DO NOT visit you** in the Centre until they have received written medical clearance. They should also call 1300 111 227 or contact your Centre Manager.

- Mainland China
- Iran
- Italy
- South Korea
- Hong Kong
- Japan
- Indonesia
- Thailand
- Singapore
- Cambodia

Clinical supplies

Following the bushfires and public concern about the coronavirus, there has been an increase in demand for supplies from pharmacies and healthcare customers. Please rest



assured that we are well across this and have a plan in place to ensure that we have sufficient supplies to support us as we care for our residents.

Visitors to our centres

We have posters displayed at the entrance to the Centre outlining the advice about not entering our Centres if they have travelled to or transited through a number of countries or come into contact with a confirmed case of coronavirus. This letter will also be available at all visitor and contractor sign in points to the Centre as a reminder.

We will be sending this letter to the primary contact for each of our residents. We do ask for your and their support in ensuring that all family members receive this letter or are made aware of the letter.

As mentioned previously, given the added risks within the aged care environment, we must take these steps to ensure a high level of precaution is in place to minimise the risk to yourselves, other Centre residents or staff. Please be assured that an emergency response plan is in place should we receive a confirmed case in one of our services.'

For 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 are committed to supporting you during this time of uncertainty as the world comes to grips with containing this virus. The steps outlined above are for your protection and that of your fellow residents and our staff and we ask for your support in ensuring your visitors follow them in particular.

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

Kind regards,

A handwritten signature in blue ink that reads 'Richard'. Below the signature is a blue horizontal line that underlines the name.

Richard de Haast

National Director

The Salvation Army Aged Care