



MEMORANDUM

To: All our clients and their families
From: Richard de Haast, National Director, The Salvation Army Aged Care
Date: 16 March 2020
Subject: **Coronavirus (COVID-19) precaution update**

Dear all,

I committed to communicating any updates with respect to Covid 19 to you and so I would like to provide you with the latest from our team.

As each day passes so the scale and impact of the coronavirus continues to grow and we recognise that you and your loved ones may be experiencing concern or anxiety. We are here to support you and so please feel free to speak to your care co-ordinator about how you are feeling and we will endeavour to provide you with information and assurance.

We continue to be guided by the Department of Health and local Public Health Units and as a result we have some updates for you.

Visiting our clients

Following the Australian governmental directive, all individuals who have returned from any travel outside of Australia from the weekend commencing the 14th March are required to self-isolate for 14 days. We are ensuring that our staff follow this advice and we would like you ask that you inform your family of this governmental requirement so that, if they have travelled overseas, that they do not visit you until their self isolation period has passed.

Symptoms

If you have family members or visitors who are experiencing flu-like symptoms such as fever, shortness of breath or a cough, please ask them to telephone you rather than visit in person. You as an older person are considered vulnerable and it is best to avoid contact with someone who is sick.

If you are experiencing a fever, shortness of breath or cough, please protect yourself by resting and seeking medical care if symptoms persist. Please also call your care co-ordinator so that your care worker is aware when they come to your home.

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](#).

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

Kind regards,

Richard de Haast, National Director, The Salvation Army Aged Care