



To: Our Residents, their family or visitor
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 Centre or Care Manager 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 Residents

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.

For those visitors who are well and wish to visit, we would ask that you limit your contact only to your family member or friend you are visiting. We are also reviewing our activities programme and looking at reducing activities with large group sizes and the team will update the residents as to any changes.

We also will be asking each individual who comes to our centre to sign into our visitor's book on arrival with your best contact number. This is a public health requirement in case we need to contact you and so we ask you to please undertake this when you sign in.

At this time we are considering how best to protect our residents and this may include restricting the visitor hours. We will continue to update you all should we make any changes.

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.

We are acutely aware that the Centre is your home and we can't proscribe the movements of visitors in or out. However we do want to make sure that we minimise any risks to you, other residents and our staff and so we do ask that you have these types of conversations



with your family or other visitors. Please be assured that an emergency response plan is in place should we receive a confirmed case of Covid 19 in one of our services.

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,

A handwritten signature in blue ink that reads "Richard".

Richard de Haast

National Director

The Salvation Army Aged Care