



31 July 2020

Our Clients
The Salvation Army Aged Care

Dear Valued Client,

You might be aware that there has been an increase in community transmission of COVID-19 in Queensland and as a result, we would like you to take extra precaution when interacting with the community in Acacia Ridge, Parkridge, Springfield Lakes specifically.

It is also a good time to remember to be mindful about physical distancing requirements when in the community and with our staff. Please be careful about who comes into your home and consider where they may have been – this is just to ensure your safety and well-being. Remember to exercise good hand hygiene, which includes washing your hands regularly and using hand sanitizer.

Should you feel unwell with a fever or have respiratory symptoms such as a cough, a cold, or a runny nose, or should you lose your sense of taste or smell, please notify your General Practitioner or call the National Coronavirus hotline (1800 020 080). You should follow the advice about staying home while you are waiting for test results if directed. Our Queensland Community Care Service currently remains at Risk Level 4 on our Risk Assessment Matrix.

All of our home care workers will be wearing a mask when they come to your home, or when they accompany you in the community for social support – this is not because they are unwell, it is a precautionary measure to ensure we do our part in keeping everyone safe. I would also like to reassure you that all of our staff have completed comprehensive training and assessment in Infection Prevention and Control measures and are aware that they must not attend work if they are even mildly unwell.

We appreciate that the situation is changing rapidly, and we will endeavor to keep you up to date should things progress.

Thank you for your consideration and understanding at this time. Should you have any questions, please get in touch with your Care Coordinator.

Kind regards,

A handwritten signature in black ink that reads "Fiona Sanders".

Fiona Sanders
General Manager – Community Care
The Salvation Army Aged Care