



30 July 2020

Our Residents and Representatives
Riverview Gardens Aged Care Centre
The Salvation Army Aged Care

RE: A COVID-19 UPDATE AND A CHANGE IN RISK LEVEL

Dear All,

We have received a notification from Chief Health Officer Jeanette Young with regards to an increase in community transmission of COVID-19 in Logan and Acacia Ridge. She has stated that those cases are self-isolating and contact tracing is underway. Given these new cases, the following is now required as extracted from the letter from Jeanette Young:

- Restrict all non-essential visitors from entering the facility. This should be balanced with maintaining the health and wellbeing of residents, and exceptions may be appropriate for end of life and critical care visits. Facilities should support residents to maintain connection using technology.

Please note that Jeanette Young does state that this is a precautionary measure at this stage. Based on this and in addition, we have decided to move Riverview Gardens Aged Care Centre from Risk Level 3 to Risk Level 5 on our Risk Assessment Matrix effective 30 July 2020. At Risk Level 5, the following apply:

There are limitations to residents leaving the Centre. Residents will only be permitted to leave the Centre if they have a medical or dental appointment or to visit a palliating member of their immediate family. We will also implement a moratorium on visitors and volunteers. This does not include contractors providing essential services such as cleaners, kitchen staff or some allied health providers. There is a provision that a person is permitted to enter the Centre if they are:

- a key support person for a resident of the residential aged care centre who has a diagnosed medical condition; and
- present at the premises at the request of the operator of the residential aged care facility and for the purpose providing essential support to the resident by reducing distress or confusion that has occurred in respect of the resident as a result of that person's medical condition; or
- visiting a palliating resident.

Permitted visitors must check the [COVID-19 hotspots](https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/hotspots-covid-19) before entering the centre based on the most recent Public Health Direction: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/hotspots-covid-19>

If you are permitted to visit the Centre and have symptoms of respiratory illness including a cough or a cold, or if you have a fever or have lost your sense of taste or smell, we ask that you do not visit the Centre and that you speak to your General Practitioner or call the National Coronavirus hotline. Please also advise your Centre Manager.



Should the Centre Manager and senior operational and clinical leadership team feel there is an assessed need for further support of your loved one, you will be contacted to develop a specific interaction plan. As always, you are encouraged to reach out to the Centre by phone or email should you require an update on the wellbeing of your loved one.

We can facilitate regular contact in different ways (WindowConnect, video chat, drop off a special treat, additional updates from both the Village and Centre Managers, etc.). These have been activated to enable our residents to remain connected with their families.

As you know, we do not take any decision lightly when it comes to the safety and wellbeing of our residents and their loved ones, especially in the current environment of the COVID-19 pandemic. We will continue to monitor the situation and update you should there be any developments.

Should you have any questions, please speak to your Centre Manager.

Kind regards,

A handwritten signature in black ink that reads "S Feddema".

Samantha Feddema
General Manager – Residential Services
The Salvation Army Aged Care