



7 August 2020

Our Residents and Representatives  
Mountain View Aged Care Centre  
The Salvation Army Aged Care

**RE: A CHANGE IN RISK LEVEL AT MOUNTAIN VIEW AGED CARE CENTRE**

Dear All,

Based on the advice given to us by the Public Health Unit given current symptoms of influenza in a few of our residents, we have reviewed our Risk Assessment Matrix and your Centre has moved to Risk Level 5 as a precaution. Based on the response from the Public Health Unit, we have extracted the following information for your reference:

*Provided you have no further cases (last onset was 6/8/2020), Mountain View will be under outbreak precautions until Friday 14<sup>th</sup> August (last onset plus 8 days).*

As our utmost priority is keeping your loved ones safe, we appreciate your understanding with regards to this. At Risk Level 5, the following will now apply:

- No visitors, volunteers or non-essential contractors permitted to visit the Centre, except contractors providing essential services such as cleaners, kitchen staff, emergency tradespeople and some allied health providers. The exception will be for visitors coming in to visit a palliating resident;
- Residents will be unable to leave the Centre unless it is for a medical or dental appointment or to visit a palliating member of their immediate family;
- Temperature checks will continue on all parties entering the Centre;
- Group activities shall be no more substantial than 2-3 people indoors and 5-7 people outdoors with strict physical distancing measures in place.

If you are visitor and have symptoms of respiratory illness, including a cough or a cold, or have a fever or lost your sense of taste or smell. In this case, we ask that you do not visit the Centre and that you speak to your General Practitioner and/or call the National Coronavirus hotline. If you are a resident and you have these symptoms, please notify the Centre Manager.

Should your Centre Manager and our senior operational and clinical leadership team feel there is an assessed need for further support of your loved one, they will contact you 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 have put in place the steps on how we can facilitate regular contact in different ways (video chat, drop off a special treat, additional updates from the Centre Manager, etc.). These steps are in place to enable our residents to remain connected with their families.

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 understand that the situation is rapidly changing given the nature of COVID-19 and we appreciate all that you are doing to protect our residents and your loved ones.

If you have any questions, please get in touch with your Centre Manager.

Kind regards,

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