



7 January 2021

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

RE: A CHANGE IN RISK LEVEL AND UPDATED GOVERNMENT ADVICE FOR QUEENSLAND

Dear All,

We have been notified of a positive case of COVID-19 in the community in Brisbane and as a result, we will be moving your Centre to Risk Level 5 on our internal Risk Assessment Matrix as a precaution effective from midnight tonight. 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 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 if you are permitted to do so 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.

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 which will enable our residents to remain connected with their families. Should our team feel there is an assessed need for further support of your loved one, we will contact you to develop a specific interaction plan.

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 appreciate your consideration and your continued support. If you have any questions, please get in touch with your Centre Manager.

Kind regards,

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