



11 August 2020

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

RE: A CHANGE IN RISK LEVEL

Dear All,

Based on the current situation in Queensland and the reduced risk of community transmission of COVID-19 following Public Health advice we received today, we have reviewed our Risk Assessment Matrix and parts of your Centre will move to Risk Level 3 on the Matrix. The nursing home section of the Centre, or Oak, Wattle and Gum, will remain at Risk Level 5 due to influenza-like symptoms in a few of the residents there. As our utmost priority is keeping your loved one safe, we appreciate your patience with regards to this change. At Risk Level 3, the following will now apply:

- Visitors will be permitted to visit the Centre for care and support visits in the areas of the Centre at Risk Level 3, but are restricted to a maximum of 2 people per visit;
- Visiting hours for the sections of Riverview Gardens Aged Care Centre at Risk Level 3 are from 9am-12pm and 2pm-5pm daily;
- Children under the age of 16 will be permitted to visit;
- Residents may leave the Centre, but they must ensure that they practise physical distancing of 1.5 metres and good hand hygiene;
- All residents moving into the centre or returning from overnight leave (for example, from hospital leave) will need to isolate for 7 days upon their return to the centre;
- Large group activities and outings will not be allowed but small group sessions and individual activities may be made available through the centre. These activities and sessions can take place outdoors with 1.5 metres of distance between residents or indoors with 1 person per 4 square metres;
- Staff screening will continue including temperature checks;
- All residents will continue to have their temperatures checked.

We received the following information from the Public Health Unit today as extracted below:

From 12:01 pm 10 August 2020 there are currently no Listed Local Government Areas for residential aged care facilities. Therefore, non-restricted RACFs continue to operate under the current restrictions for visitors and residents.

While the situation in Queensland remains stable at the moment, the unfolding events in Victoria and New South Wales are a stark reminder that the COVID-19 pandemic is far from over. As all of Victoria, New South Wales and the Australian Capital Territory are now COVID-19 hotspots, it is important to continue to be vigilant with the screening and preventative measures and remain up to date with news and resources.



If you are a visitor 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 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 in the Nursing Home section of Riverview Gardens Aged Care Centre, 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 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 changing rapidly 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,

A handwritten signature in black ink that reads 'Saddema'.

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