



22 August 2020

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

RE: A CHANGE IN RISK LEVEL

Dear All,

We received a call from the Public Health Unit regarding a positive case of COVID-19 in Ipswich. Based on this and the advice given to us by the Public Health Unit, we will be moving your Centre to Risk Level 5 on our Risk Assessment Matrix as a precaution effective immediately. This response aligns with Public Health Direction (No.9) which prohibits visitors to an aged care Centre in a restricted area, unless a resident is at end-of-life.

At-Risk Level 5, the following will now apply to your Centre:

- 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. Speak to your General Practitioner or call the National Coronavirus hotline. Please also advise your 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 (WindowConnect, video chat, drop off a special treat, additional updates from the Centre Managers, etc.). These will enable our residents to remain connected with their families.

Should the Centre Manager and senior operational and clinical leadership team feel there is an assessed need for further support of your loved one, we will contact you to develop a specific interaction plan. In addition, if you are one of the identified families or representatives who has been allowed to visit the Centre, we will be in contact with you to develop a visitor access 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,

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

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