



24 September 2020

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

RE: A CHANGE IN RISK LEVEL

Dear All,

We have reviewed our Risk Assessment Matrix and based on the decrease in community transmission of COVID-19 in your area and the announcement made by Premier Anastacia Palaszczuk on her Facebook page today, we will move your Centre to Risk Level 3 on the Matrix effective 25 September 2020. At Risk Level 3, the following will now apply:

- Visitors will be permitted but to 2 visitors per resident at any one time;
- Children under the age of 16 will be permitted to visit;
- To allow for visitor screening to take place, visitors will be permitted from 9am-5pm daily. Exceptions may be discussed with the Centre Manager;
- Temperature checks and monitoring for signs and symptoms of respiratory illness will continue on all residents;
- Temperature checks will continue on all parties entering the Centre;
- Physical distancing for all interactions between parties at the Centre will continue to be maintained;
- Large group activities and significant group outings will be postponed;
- On-site activities will be kept small and either outdoors or indoors with significant space between residents and staff;
- Residents will be able to leave the Centre, for example, with family.

Please refer to Aged Care Direction (No 10) for further details on access to Non-Restricted Residential Aged Care Facilities: <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/aged-care>

We also ask that you continue to check the hotspot list as referenced in the Direction as you will not be able to visit the Centre if you have been in a hotspot in the past 14 days. The list can be referenced here:

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/hotspots-covid-19>



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 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. Current flu vaccinations are still required for all visitors. We appreciate your consideration and your continued support.

If you have any questions, please get in touch with your Centre Manager as they would be happy to assist.

Kind regards,

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

Samantha Jukes

General Manager – Residential Services
The Salvation Army Aged Care