



1 December 2020

Our Residents and Representatives  
The Salvation Army Aged Care

**RE: A NEW AGED CARE DIRECTION FOR QUEENSLAND**

Dear All,

We are writing to advise that there is a change to the Aged Care Direction for Queensland. From today, 1 December 2020, Aged Care Direction (No 14) will come into effect and it will replace the previous Aged Care Direction (No 13). The key change to the Direction as it relates to visitors is as follows:

- There is no longer a cap on visitor numbers at present. This means that residents will be permitted to have more than 2 visitors at a time;

In light of this change, we ask that you continue to be mindful of our visiting practices which will continue, and these include:

- Physical distancing must be maintained between visitors, staff, and other residents;
- Communal spaces must be avoided. Visits must take place in the resident's room, or an identified outdoor area to ensure physical distancing from other residents and staff. This means that visitor numbers may be limited by the resident's room size;
- Please be mindful about planning your visits and how you move through the Centre, ensuring that after signing in, you go straight to your loved one's room or the designated outdoor location;
- Please stay away when unwell. There will continue to be a screening process on entry.

Based on Aged Care Direction (No 14) a visitor or volunteer is excluded from entering the Centre if they:

- Are unwell;
- Have returned from overseas in the last 14 days;
- Have had contact with a person with COVID-19 in the last 14 days;
- Have travelled to a COVID-19 hotspot in the last 14 days;
- Have been tested for COVID-19 and is waiting for the result;
- Have COVID-19 symptoms of fever (37.5 degrees or more), cough, shortness of breath, sore throat, loss of smell or taste, runny nose, diarrhea, nausea, vomiting or fatigue.

In addition, the screening criteria in Direction (No 14) has been amended to remove the requirement for flu vaccination. This is due to the current time of year and lack of availability of the seasonal flu vaccination. Please note that The Salvation Army Aged Care continues to support vaccination against Influenza. As a result, when the influenza season returns in early 2021, you will see the vaccination campaign as per previous years.



We recognise that the Christmas period is an important time as is spending quality time with your loved one. Residents are able to leave the centre, including to attend a private family gathering of up to 50 people, as long as physical distancing can be maintained. If you take your loved one out of the centre, please be mindful of where you go with them and make a note of any areas visited so that contact tracing is possible should it be required.

Within our services, activities, gatherings and concerts will not be the same as previous years based on the various precautionary restrictions within aged care, but we are working with our teams to make this time of year as thoroughly enjoyable as possible for all the residents. However, resident and staff safety remain a high priority.

As mentioned above, we are still required to limit the number of people who can visit a resident's room, or a communal space, based on physical distancing and the room capacity requirements. So, we thank you in advance for your understanding around this as hosting families and representatives at large centre gatherings or services this year will not be possible.

As always, if you have any questions, please get in touch with your Centre Manager. They are happy to assist you with planning your visits in advance if you are unsure and to avoid disappointment or confusion.

Kind regards,

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

**Samantha Jukes**

General Manager – Residential Services  
The Salvation Army Aged Care