



29 January 2021

Our Residents
Riverview Retirement Village
The Salvation Army Aged Care

RE: UPDATED DIRECTIVES AND A CHANGE IN RISK LEVEL

Dear Residents,

At The Salvation Army Aged Care, the safety of our residents and staff is paramount and we reference Queensland Health and the Chief Health Officer's advice in determining the restrictions to apply in our Villages. We have reviewed the current situation as it relates to Retirement Villages in Queensland and we confirm that Riverview Retirement Village is now at Risk Level 3 on our internal Risk Assessment Matrix under which the following will now apply:

- Visitors are permitted in Village common areas;
- Visitors will be required to be screened and wear a mask at all times;
- Children will be permitted to enter your unit;
- Physical distancing for all interactions between parties at the Village will continue to be maintained. The 4 square metre rule will be applied and we ask that residents observe the signage designating maximum permissible persons in each location;
- Residents will be permitted to use the common areas without a mask if they observe physical distancing of 1.5m;
- Temperature checks will continue on all parties entering the Village;
- Chapel services will be permitted with total gathered calculated at one person per 4 square metres;
- Bus services will continue with passengers strictly limited to 6 unrelated persons;
- Morning and afternoon teas are permissible;
- Contractors that are attending the site will need to comply with the same precautions as staff;
- Village staff are required to wear a mask when social distancing cannot be maintained.

The events of the past month have shown that none of us can become complacent and there is still a significant risk of community transmission therefore we ask that you are vigilant at all times to protect both yourself and members of your community in the Village.

We would like to remind you of the following link which lists all the locations where a COVID-19 case has been present: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/contact-tracing>

We ask that you continue to utilise the QR code on the posters stationed around the Village to monitor for case locations where a COVID-19 positive person has been present or at any time seek clarification from your Village Manager.



We thank you for your continued understanding and support as we navigate the COVID-19 pandemic together.

Kind regards,

A handwritten signature in black ink that reads "William Crowley". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

William Crowley
Operations Manager – Retirement Living
The Salvation Army Aged Care