



4 August 2020

Our Residents
Riverview Retirement Village
The Salvation Army Aged Care

RE: AN UPDATE ON RIVERVIEW GARDENS AGED CARE CENTRE

Dear All,

As some of you may be aware, there has been an increase in community transmission of COVID-19 in Queensland. As a result, we received a notification from Chief Health Officer Jeanette Young with regards to an increase in community transmission of COVID-19 in Logan and Acacia Ridge. She has stated that those cases are self-isolating and contact tracing is underway. Given these new cases, the following is now required for our RAC service as extracted from the letter from Jeanette Young:

- Restrict all non-essential visitors from entering the facility. This should be balanced with maintaining the health and wellbeing of residents, and exceptions may be appropriate for end of life and critical care visits. Facilities should support residents to maintain connection using technology. Please note that Jeanette Young does state that this is a precautionary measure at this stage.

Based on this, Riverview Gardens Aged Care Centre has moved from Risk Level 3 to Risk Level 5 on our Risk Assessment Matrix effective 30 July 2020. This means that unfortunately, visitors to the Centre will not be permitted except if to visit a palliating resident, as we know you may have family or friends there. We understand that this may cause for distress and we will endeavour to update you as soon as the situation changes. We do appreciate your understanding and support in the matter as the wellbeing of our residents and staff is our utmost priority.

We would like to take this opportunity to remind you to be vigilant about your hand hygiene and to maintain social distancing practices of at least 1.5 metres from others. The Government still advises older Australians to stay at home if they are over 70-years-old or if they fall into a high-risk category.

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 Village Manager, Carmen Wojcicki, as she would be happy to assist. Additionally, our Chaplains are available and can discuss other options for support.

Kind regards,

A handwritten signature in black ink that reads "William Crowley". The signature is fluid and cursive, with a large loop at the end.

William Crowley

Operations Manager – Retirement Villages
The Salvation Army Aged Care