



17 July 2020

Our Residents  
Riverview Gardens Retirement Village  
The Salvation Army Aged Care

Dear All,

Given the rise in community transmission of COVID-19 in Victoria and the increase in case numbers in generally, we would like to you take extra precaution when interacting with the community given the risks associated with COVID-19.

Please be mindful about physical distancing requirements when in the community and exercising good hand hygiene. This includes washing your hands regularly and using hand sanitiser. Should you feel unwell with a fever or have respiratory symptoms such as a cough, a cold, or a runny nose, or should you lose your sense of taste or smell, please notify your General Practitioner or call the National Coronavirus hotline (1800 020 080) and your Village Manager who will assist and liaise on your behalf if you require. You should follow the health advice about staying home while you are waiting for test results, avoid interacting with other residents by isolating within your unit pending medical advice and notify your Village Manager who is happy to assist you in any way.

To minimise the spread of COVID-19, visitors to the Village Office and common areas will be required to sign in before entering the facilities and have their temperature checked. Those who are unwell should be advised to stay away. Visitors and staff must not enter the Village if they have been diagnosed with COVID-19. Lastly, no group visits should occur and especially by school children.

Our Retirement Villages currently remain at Risk Level 3 and whilst the Queensland State-based advice does allow for 100 people to visit a home, we do ask that you keep your health and wellbeing a priority given that our community does consist of people over the age of 70 and those deemed to be at a higher risk.

We appreciate that the situation is changing rapidly, and we will endeavour to keep you up-to-date should things progress. Thank you for your consideration and understanding at this time.

Should you have any questions, please get in touch with your Village Manager.

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 Living  
The Salvation Army Aged Care