Our Residents and Representatives
The Cairns Aged Care Centre
The Salvation Army Aged Care

Friday 24 April 2020

Dear all,

As you would be aware the decision was made to introduce a moratorium on visitors to The Cairns effective 23rd April. This decision was made based on the criteria that we would take such a step where a Centre fell into a COVID-19 hotspot. Brisbane Metro North is the catchment that The Cairns sits within and that catchment has recorded the highest number of infections in the State, the highest number of deaths in the State, the highest number of locally acquired infections in the State and the second highest number of current active cases (75) at this time.

Today I have met with the Public Health Unit for Brisbane Metro North and they have advised that the catchment is not a hotspot. The confirmation enables us to move to a pathway to returning to visitors entering the Centre.

When does the Centre lift the visitor moratorium and resident movement restrictions?
Our process is that following the removal of a hotspot determination we will return to the lower level of restriction; we will do this at the Centre after 7 days. This aligns with the current period we have in place for the self-isolation of residents who are being newly admitted or returning from leave (e.g. hospital). We have recently reviewed and lessened this period. This will help us ensure we are providing the safest possible environment for your loved ones at The Cairns.

Accordingly we will enabling visitors from Friday morning, 1st May. The visits will continue to be determined with the prior criteria:-

- Each resident will only be permitted one visit per day. This visit may last for a maximum of two hours;
- This single visit needs to take place between the hours of 9am and 12pm and 2pm to 5pm;
- A maximum of two visitors at a time;
- Any visit with a resident needs to be conducted in their own bedroom or in an outdoor area;
- No children under the age of 16 years of age are permitted to visit;
- Exceptions to the above will be considered if a resident is in palliative care.

As before, on arrival, the visitor(s) will be met by a staff member who will ask a number of screening questions and the visitor(s) need to undergo a temperature test. Should the screening questions or temperature check elicit any concerns then the visitor(s) will be asked not to visit.

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We are retaining the provision that in the next week a person is permitted to enter the Centre if they are:

a) a key support person for a resident of the residential aged care facility who has a diagnosed medical condition; and

b) present at the premises at the request of the operator of the residential aged care facility and for the purpose providing essential support to the resident by reducing distress or confusion that has occurred in respect of the resident as a result of that person's medical condition.

Should Loretta and her team and our senior operational and clinical leadership team feel there is an assessed need for further support, you will be contacted to develop a specific interaction plan for your loved one. As always you are encouraged to reach out to the Centre by phone or email should you require an update on the wellbeing of your loved one.

Keeping in contact during this period

We are well advanced in putting in place the steps outlined in my letter of 17 April on how we can facilitate regular contact in different ways ("visitor windows", video chat, drop off a special treat, additional updates from the Centre Manager, etc.). These have been activated to enable our residents to remain connected with their families.

In the meantime, we will continue communicating regularly with you via letter and video and the question and answer sessions for residents and family members as well.

If you have any feedback, please feel free to send me an email at Richard.deHaast@salvationarmy.org.au.

Best regards
Richard

Richard de Haast
National Director
The Salvation Army Aged Care