



MEMORANDUM

To: Riverview Gardens (Brisbane) Residents and Families
The Cairns (Brisbane) Residents and Families
Bethesda (Rockhampton) Residents and Families

From: Richard de Haast, National Director
The Salvation Army Aged Care

Date: 29 March 2020

Subject: **Coronavirus (COVID-19) update**

Dear all,

The Chief Health Officer for Queensland has issued a direction under the Public Health Act that impact residential aged care facilities. This direction brings into law a number of changes that will impact the residents and families of our Queensland Residential Aged Care Centres. The direction re-states a number of the measures that are already in place and has added a further provision:-

- If a resident leaves the premises then they are prohibited from returning to the facility unless the departure is related to a medical or dental appointment or service or in an emergency. ***This particular item is of extreme significance and all families need to be mindful of this direction.***

For ease of reference, I include all of the restrictions:-

- **Visitors**
 - Each resident will only be permitted one visit per day. A maximum of two visitors at a time is permitted. This visit may last for a maximum of two hours;
 - 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 are permitted to visit;
 - This single visit needs to take place between the hours of 9.00am and 12.00pm and 2.00pm to 5.00pm;
 - 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.
 - Exceptions to the above will be considered if a resident is in palliative care.

The screening questions are based on the following:-

- Have you returned from any travel outside of Australia? If Yes, have you self isolated for a period of 14 days;
- Have you been in contact with a confirmed case of coronavirus? If Yes, have you self isolated for a period of 14 days;
- Are you experiencing any flu-like symptoms – coughing, runny nose, fever or shortness of breath?



These restrictions are mandated and we know that these will have an impact on our residents and their visitors. Please let us know how we can support you as a resident through these changes.

I need to emphasise that when our staff ask visitors to comply with these directives, they do so in order to stay within and follow the law. I would please ask that if you are feeling frustrated about these changes that you do not take this out on our staff who are doing their best in an ever evolving situation.

I appreciate in particular the potential inconvenience that limiting the number of visits per day for our residents will create and I recognise any frustration and possible anger that this may create. These are not steps that we take lightly and in this instance we are now obligated to take them under direction from the relevant Chief Health Officers.

If you have any questions or feedback, please feel free to contact me directly at Richard.deHaast@salvationarmy.org.au.

Take care and thank you for your understanding.

Richard

Richard de Haast
National Director
The Salvation Army Aged Care