



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

Saturday 25 April 2020

Dear all,

In the letter that you received from me yesterday, I advised that we would be opening The Cairns back to visitors from Friday 1st May.

There was a significant level of feedback that was received from family members in the afternoon and overnight to that decision that welcomed the fact that visitors would be allowed and questioning the week period.

The clinical and operational leadership team met this morning to review that feedback and the evidence and research that was available. As a result of those deliberations, the decision has been made to reduce that period.

We do need a little time to organise and roster staff to re-commence the screening at the front door during the visiting hours. Accordingly visitors will be able to return to The Cairns from Monday morning, 27th April.

Thank you for your patience over what has been a roller coaster couple of days for our residents and their families and of course the staff on the site given the changes around visitors. There is no rulebook or playbook around COVID-19 and our responses to it and so the leadership team are needing to consistently review our processes and approaches. Please understand that the team are very driven by the desire (and the weight of the significant responsibility given the mortality impact of COVID-19 entering a Centre) to ensure the wellbeing of our residents. That has always been the goal.

Just a reminder about the procedures in place:

- 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 11am and 2pm to 4pm;
- 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.

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

Thank You

Richard

Richard de Haast
National Director
The Salvation Army Aged Care