

29 June 2021

Dear members of the Bethany Christian Care family,

COVID UPDATE - #13/2021

AGED CARE

Aged care - visits restricted

The Chief Health Officer has ordered that from 1am on Tuesday 29 June, visitors are not allowed in residential aged care facilities in a number of South East Queensland local government areas.

All Bethany Christian Care's aged care facilities are covered by this order. As such, visits into our aged care facilities are cancelled until further notice.

Aged care - outings limited

Residents (excluding an end-of-life resident) may not leave an aged care facility except:

- to receive or access health care; or
- to attend a funeral; or
- in the case of emergency or on any other compassionate grounds.

Volunteers

Volunteers in aged care will be suspended until further notice, while we are appraising the effects of latest COVID changes.

Aged care - keeping in touch

We understand that restrictions on visits to aged care facilities can be difficult for our residents and their families. We want to keep up contact between residents and families as much as possible during this lockdown. Below are some of the ways you can do that.

- **Phone** – If your loved one has a phone in their room you can continue to call them directly. Or, if your loved-one has their own personal electronic device that enables video calling capabilities, you can keep in touch with them directly through their device.

HEAD OFFICE

333 Underwood Road
Eight Mile Plains QLD 4113
ABN 28 041 667 312

📞 07 3737 5080
✉ bethany@bethanycc.org.au

bethanycc.org.au

- **Virtual visiting** - If you would like to book a virtual visit, you can do so through our website.
- **Letters, cards and postcards** – You can send a letter, card or postcard to your loved-one by addressing it to them, care of:

Site	Address
The Plains	333 Underwood Road, Eight Mile Plains, Qld, 4113
Beth Eden	19 Bell Terrace, Graceville, Qld, 4075
Janoah Gardens	11 Audell Street, Manly West, Qld, 4179

- **Emails and electronic photos** – If you would like to send an email to a loved-one, including with photo attachments, we can print it out and give it to them. Your email should clearly state of who it is addressed to, and be sent to the following email addresses:

Site	Email
The Plains	Lifestyle.tp@bethanycc.org.au
Beth Eden	Lifestyle.be@bethanycc.org.au
Janoah Gardens	Lifestyle.jg@bethanycc.org.au

- **Dropping off goods** – You can still drop off goods for residents. The sorts of goods we will pass on to residents include:
 - Cosmetics and personal hygiene products
 - Books and magazines
 - Packaged foods that will not perish if left unattended (no dairy)
 - Gifts

Medications should not be left in the drop-off box, but should be given to care staff. If you are unsure about the sorts of goods that we can pass on, please contact us at Bethany Christian Care Head Office on (07) 3737 5080 or bethany@bethanycc.org.au. We have set up a “drop off” box available outside the receptions of each of our aged care facilities, where you may leave clearly labelled parcels for us to pass on to residents.

RETIREMENT VILLAGES: INDEPENDENT LIVING UNITS & SERVICED APARTMENTS

As advised in my letter yesterday, the following restrictions are now in force in a number of South East Queensland local government areas, including the City of Brisbane:

- Face masks are required whenever you leave home including on public transport, in taxis and rideshares, in shopping centres, supermarkets, hospitals, aged care facilities, restaurants and cafes, churches, and indoor workplaces (where social distancing isn't possible)

- You must be seated when eating or drinking at a cafe or restaurant
- Private gatherings: 30 people maximum including residents, visitors and children
- All indoor settings: 1 person per 4 square metres or 100% capacity with ticketed and allocated seating
- Weddings: up to 100 people with 1 person per 4 square metres, limited to 20 people dancing at any one time
- Funerals: up to 100 people with 1 person per 4 square metres
- Residential aged care facilities (mentioned above), disability accommodation services and hospitals will have increased visitor restrictions.

This will impact our retirement villages as follows:

- Cafes - Will have restricted numbers of people allowed, patrons must remain seated, and everyone must wear a mask
- Halls, receptions, foyers, and libraries – Will have restricted numbers of people allowed, and everyone must wear a mask
- Devotions - Will have restricted numbers of people allowed, and everyone must wear a mask. Devotions at Beth Eden will not be available to retirement village residents as the Hall is inside the aged care facility.

CONCLUSION

It feels as though there could be more community restrictions soon, depending on how the current situation unfolds. I suggest keeping abreast of the situation via the media.

I note that at this time there are no known COVID infections among our residents or staff.

The welfare, health and safety of our residents and staff is our top priority. At all times, our decisions during the COVID-19 pandemic seek to faithfully achieve that priority. If you have any concerns or wish to discuss this issue further, please contact Bethany Christian Care Head Office (07 3737 5080; bethany@bethanycc.org.au).

I am thankful for your continued prayers for all the Bethany Christian Care family.

Thank you,



Rohan Reid
CEO