

2 August 2021

Dear members of the Bethany Christian Care family,

COVID UPDATE - #21/2021

Because of community transmission of the delta variant of COVID, the Chief Health Officer has ordered that the lockdown in 11 local government areas that commenced on Saturday will extend until at least 4pm on Sunday 8 August. All of Bethany Christian Care's sites are covered by this order.

Leaving home

You can only leave your home for essential purposes:

- Obtaining essential goods or services, including healthcare
- Exercising in your local area – it can only be within 10km of your home.
- Attending essential work or school and childcare for the children of essential workers or vulnerable children
- Assisting a vulnerable person or family member
- Obtaining a COVID-19 test or vaccination

You should stay within 10km of your home whenever possible but you can go further to achieve a permitted purpose.

Retirement villages

During the lockdown the following venues and services at our villages will be closed - cafes, devotions, halls, libraries, pools, hairdressers/beauty services.

If you need to talk to someone in reception, please ring instead of visiting in person. During this lockdown period, we are trying to limit face-to-face interaction with our Admin staff. You can place feedback or maintenance forms and other correspondence in the plastic container outside the reception office. If you are moving around within a retirement village, for one of the approved reasons mentioned above, please remember to wear a mask.

Aged care - visits restricted

All our aged care facilities are now closed to visitors, and residents may not leave an aged care facility (except for very limited reasons).

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.

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

- **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.
- **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 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 essential goods for residents in the drop-off boxes outside each reception. Please consider whether the goods are really essential and whether this would be considered a valid reason to leave your home. 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.

Please continue to monitor the situation via the media, as it may continue to change at short notice.

Thank you,



Rohan Reid
CEO