

28 September 2021

Dear members of the Bethany Christian Care family,

COVID UPDATE - #24/2021

AGED CARE

Today the Chief Health Officer has ordered that aged care facilities in Moreton Bay Local Government Area and Brisbane Local Government Area are in lockdown.

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.

- **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

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

- **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 (so 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

There are no specific restrictions applying to retirement villages at this time. However, general community restrictions – like wearing masks in public – continue to apply.

During the aged care lockdown:

- The doors to the reception areas at The Plains and Beth Eden are closed. Receptionists are still on duty and can assist you if you need, though we encourage you to call rather than visit in person if that is possible.
- The following venues and services at The Plains and Janoah Gardens sites will continue to operate - cafes, devotions, halls, libraries, pools (subject to maintenance at The Plains), hairdressers/beauty services.
- At Beth Eden, the hall/library (and devotions) is closed to retirement village residents.

Keeping informed

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

Thank you,



Rohan Reid
CEO