

21 January 2021

Dear members of the Bethany Christian Care Family,

COVID-19 Update #4/2021

AGED CARE VISITOR RESTRICTIONS LIFTED

The Queensland Premier announced earlier today that restrictions within Greater Brisbane will be lifted from 01:00 am tomorrow, Friday 22 January 2021. Whilst the Premier did not mention aged care and although we have not yet received any notification from the Department of Health, we understand that visitor restrictions to aged care will also be lifted from tomorrow.

Anticipating this announcement, we will have in place appropriate staffing and systems from tomorrow (Friday 22 January) to ensure that visits and excursions can occur as smoothly and safely as possible. Subject to confirmation from the Department of Health, we will recommence visits and excursions from 9:00 am tomorrow. These will be on the same conditions that existed before the most recent lock-down came into effect.

We are pleased that the situation in Queensland has allowed for the restrictions to be lifted and we welcome family and loved ones being able to visit residents and also take them on excursions.

Practical considerations

- 1. Hand Hygiene and Social Distancing** – while it is welcome news that the restrictions on visiting to aged care have been lifted, please remember that the need to exercise hand hygiene and social distancing has not. As we have seen throughout Australia and the World, it is very easy for the virus to get out into the community and it is likely that there will be further cases of community transmission.
- 2. Booking System** – as screening requirements for visitors have not changed, we ask that all visits and excursions be booked through the online booking system available through our website.
- 3. Screening** – we are still required to ask visitors screening questions and to ensure that their temperature is below 37.5°, prior to allowing entry into aged care. For visitors to The Plains, you will notice that some of these steps have been automated, including the temperature scanning. Similar technology will be rolled out to Beth Eden and Janoah Gardens in the coming weeks.
- 4. Common Areas** – in accordance with the Department of Health guidance, visitors are required to avoid spending time in common/ shared areas and to visit residents in their rooms or outdoors.

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5. **Reception staff** – be patient and treat our staff with respect and courtesy. Each visit or excursion is important to the resident, friends and families involved. However, it may take time to go through the required screening processes, and you may have to wait while staff attend to other residents, visitors, or tasks. Our lovely administration staff are trying to help, even working on weekends and public holidays to facilitate visits.
6. **Australia Day Public Holiday** – visitor access and outings will be available through the booking system for Australia Day, 26 January 2021, as per the normal weekend visiting arrangements.

RETIREMENT VILLAGES: INDEPENDENT LIVING UNITS & SERVICED APARTMENTS

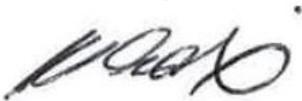
Restrictions for residents in Brisbane, Ipswich, Logan, Moreton Bay and Redlands council areas will be lifted from 1am on 22 January 2021. This includes the requirement to carry and wear a face mask and the restriction on gatherings up to 20 people in homes and public spaces.

Some general COVID-19 restrictions remain in place. Please refer to the Qld Government website for a full list of these restrictions.

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

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

Kind regards,



Michael Harding
Acting CEO