

15 March 2021

Dear members of the Bethany Christian Care Family,

COVID UPDATE - #5/2021

AGED CARE

Aged care - visits restricted

On Saturday, in response to a positive case of COVID-19 at the Princess Alexandra Hospital, the Chief Health Officer ordered that visitors are not allowed in residential aged care facilities in the Brisbane metropolitan area.

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.

Aged care - keeping in touch

The restrictions will be reviewed tomorrow, and will hopefully only be for a short period.

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

HEAD OFFICE

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

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

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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 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 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:
 - Medications
 - Cosmetics and personal hygiene products
 - Books and magazines
 - Packaged foods that will not perish if left unattended (so no dairy)
 - Gifts

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

The Chief Health Officer's latest order does not place any special restrictions on retirement village residents.

CONCLUSION

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,

A handwritten signature in blue ink, appearing to read 'Rohan Reid', with a stylized flourish at the end.

Rohan Reid
CEO