

20 October 2020

Dear members of the Bethany Christian Care Family

COVID-19 UPDATE – AGED CARE & RETIREMENT VILLAGES

The Chief Health Officer has issued new directions, including another Aged Care Direction (#12).

What has changed for aged care?

Aged care residents in non-restricted areas (currently all our sites are in non-restricted areas) can now go on group excursions with other residents. This is good news, and means that we can recommence group outings for our residents.

Aged care residents can also attend private family gatherings of up to 40 people (as long as physical distancing can be maintained). Previously the number of people allowed at such a family gathering had been limited to 30.

Extended weekend visiting and outing times

Starting on Saturday 31 October, we will have new and additional visiting and excursion times on Saturday and Sunday.

Bookings for visits and excursions

Visits and excursions still need to be booked through the online booking system available through our website. We have recently updated our website and the visitor booking system can now be found at this link: <https://bethanycc.org.au/visiting>.

While some restrictions on visiting and excursions have been lifted, we are still required to maintain records of all people entering aged care facilities and to screen them for possible COVID-19 risk factors or symptoms. Booking a time to visit means that this screening and information gathering can be done in an efficient, safe and orderly way.

What if I have difficulty booking a time?

If you do not have access to the internet, perhaps a family member or friend could assist you (or at The Plains you can use the tablet that is available in the reception area to make your booking). If these options are not available to you, our staff can make or change a booking for you. Please call Head Office (3737 5080) for assistance with booking.

Also, if you have tried to book and cannot find a suitable available time, please contact our staff for assistance.

HEAD OFFICE

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Practical considerations for aged care visiting

Please remember:

- 1. Book in advance.** Please use the booking system on our website to book visits or excursions:
 - by 3pm the day before for visits or excursions on weekdays; or
 - by 3pm on Friday for visits or excursions on weekends.
- 2. Arrive 5-10 minutes before your booked time, on the day you have booked.** Arriving a few minutes early will enable you to complete the sign-in process before being escorted into the aged care facility with other visitors who are booked for that time.
- 3. Provide evidence of a current influenza vaccination if you are entering aged care.** It is a Queensland Government legal requirement that everyone who enters an aged care facility must provide evidence of a current influenza vaccination or medical exemption. Exemptions are not available based on conscientious, religious, or cultural objections to the influenza vaccination.
- 4. 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 and care staff are trying to help.

What has changed for retirement villages?

Residents may now meet in groups of up to 40 people in their homes or other premises - such as village halls, libraries or lounges - as long as physical distancing can be maintained.

Conclusion

I am thankful to God that at this time there are no known COVID infections among our residents or staff, and restrictions on visiting and excursions are continuing to be lifted.

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

Kind regards,



Rohan Reid
CEO