

8 January 2021

Dear members of the Bethany Christian Care Family,

## **COVID UPDATE**

### **AGED CARE**

#### **Aged care - visits restricted**

In response to a positive case confirmed with UK-strain of COVID-19, the Chief Health Officer has ordered visitors are not allowed in the Metro North, Metro South and West Moreton Hospital and Health Service regions for:

- residential aged care facilities
- hospitals
- disability accommodation services
- prisons our youth detention centres.

All Bethany Christian Care's aged care facilities are in Metro South region and 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**

We do not know how long these restrictions will be in place.

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.

#### **HEAD OFFICE**

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

📞 07 3737 5080  
✉ [bethany@bethanycc.org.au](mailto:bethany@bethanycc.org.au)

[bethanycc.org.au](http://bethanycc.org.au)

- **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 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](mailto: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**

### **Retirement villages - general 3-day lockdown for greater Brisbane**

From 6pm tonight people living in Brisbane, Logan, Ipswich, Moreton and Redlands local government areas will be required to stay home until 6pm on Monday 11 January. This means that cafés, libraries and other non-essential village spaces will be closed during the lockdown.

All residents in the effected areas need to stay at home unless it is for essential work, providing healthcare for a vulnerable person, essential shopping or to exercise in your local neighbourhood. If you do go outside, masks will be mandatory in those areas, however children under the age of 12 are exempt.

If this lockdown will cause you hardship or if we can help in any way please contact reception at your village.

## **Retirement villages - get tested if you have been to some places near The Plains**

The Chief Health Officer has asked that anyone who has been to the following locations – regardless of whether they have symptoms or not – should get tested and isolate until they receive their result.

Critically, even if a negative test result is received, please continue to monitor for symptoms and get re-tested if necessary.

<b>Location</b>	<b>Time period</b>
Train from Altandi station to Roma Street station	Saturday 2 January, 7am
Train from Central Station to Altandi station	Saturday 2 January, 4pm
Woolworths Calamvale North	Sunday 3 January, 11am-12noon
Coles Sunnybank Hills	Tuesday 5 January, 7.30-8am
Nextra Newsagent, Sunnybank Hills Shopping Town	Tuesday 5 January, 8-8.15am

To assist with this testing, the *Eight Mile Plains Community Health Centre* is open 24 hours from 7 January until further notice

- Address: 51 McKechnie Drive, Eight Mile Plains
- Other details: No booking needed; no GP referral needed; children tested from 12 months and older

## **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](mailto:bethany@bethanycc.org.au)).

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

Thank you,



Rohan Reid  
CEO