

Dear Residents and Families,

## **COVID-19 UPDATE – BALLYCARA RESIDENTIAL AGED CARE**

We provide a further update to our correspondence dated 16 March regarding our precautionary approach to COVID-19. The Commonwealth Government announced on Wednesday 18 March new requirements for all Residential Aged Care providers and we provide the following clarification of our policy regarding Visitors along with additional information now available.

### **BallyCara Visitation Policy – applicable to Hibernian Villa and Sunnyside Villa**

1. Visiting Hours are only between 8am and 5pm (exceptional circumstance can be accommodated)
2. Only one (1) designated visitor (family member or significant other) per Resident. This one person will be the only ongoing onsite visitor for the resident. If this nominated person needs to change you will be required to contact the Residential Services Manager. This limits the volume of different people entering our facilities and provides a reassurance for all Residents that their home is a controlled environment.
3. Only one designated entry and exit point for Sunnyside Villa and Hibernian Villa with each of these points having a BallyCara staff member to ensure each visitor signs in/out, is authorized and meets the following criteria. The following people will not be permitted entry to BallyCara residential aged care facilities:
  - a. People who have returned from overseas in the last 14 days
  - b. People who have been in contact with a confirmed case of COVID-19 in the last 14 days
  - c. People with fever or symptoms of acute respiratory infection (e.g. cough, sore throat, runny nose, shortness of breath)
  - d. People who have not been vaccinated against influenza (after 1 May 2020)
  - e. Children aged 16 years and under (exemptions can be assessed on a case-by-case basis, for example, where the Resident is in palliative care).
4. Visitors are requested to please focus your visit within the Resident's room or to take advantage of our beautiful outdoor environment across our BallyCara site. If there is a desire to take a Resident beyond the boundary of our site we ask that you please discuss with our Residential Services Manager to assess any further risk and determine whether it would be appropriate.
5. All visitors are to practise social distancing, including not shaking hands or kissing and maintaining a distance of at least 1.5 metres of other Residents.
6. All visitors are to practice good hygiene including washing hands upon arrival and before departure and using the hand sanitiser available at each entry.
7. Visitors are to refrain from visiting if they have any cold or flu symptoms. In this instance an alternative family member or significant other can become the authorised visitor.
8. All external performing artists have been suspended at this time.

We recognise the significant impact these restrictions have on Residents and their family members and significant others. We are actively encouraging the importance of social connection through telephone and

virtual connectivity (eg. Skype, Facetime). We have the capability to provide various connectivity options throughout our facilities so please contact us to discuss options.

Please be assured BallyCara has strong measures to ensure all BallyCara employees are safely and responsibly interacting with Residents. These include:

- Compulsory completion of COVID-19 Infection Control online education issued by the Department of Health
- Refresher education and competency assessment of hand washing technique
- Ensuring staff do not work when they are sick
- Ensuring staff have access to essential Personal Protective Equipment and use according to current recommended guidelines
- Ensuring staff are aware of and practicing Social Distancing in all facets of their life

We have also communicated further with all our visiting Health Practitioners (GPs and Allied Health) regarding our COVID-19 policies, noting they will continue to visit and work in partnership with BallyCara in the interests of Resident health and wellbeing. We can also confirm that advocacy services through the Older Persons Advocacy Network can be provided via telephone or virtually if required.

For more information on COVID-19 including Aged Care Fact Sheets please visit [www.health.gov.au](http://www.health.gov.au) and for ease we have provided a useful table which helps in identifying the symptoms of COVID-19.

Please continue to let us know if you have any questions, concerns or suggestions. We sincerely thank you for your tremendous support over recent weeks as we come together as a community in this time of unprecedented circumstances. Please be assured we are confident in the decisions we are taking for preventative and precautionary actions and appreciate your ongoing support for the revised arrangements.

Regards,

**Marcus Riley**  
Chief Executive Officer



## COVID-19: IDENTIFYING THE SYMPTOMS

SYMPTOMS	COVID-19	COLD	FLU
	Symptoms range from mild to severe	Gradual onset of symptoms	Abrupt onset of symptoms
<b>Fever</b> 	Common	Rare	Common
<b>Cough</b> 	Common	Common	Common
<b>Sore Throat</b> 	Sometimes	Common	Common
<b>Shortness of Breath</b> 	Sometimes	No	No
<b>Fatigue</b> 	Sometimes	Sometimes	Common
<b>Aches &amp; Pains</b> 	Sometimes	No	Common
<b>Headaches</b> 	Sometimes	Common	Common
<b>Runny or Stuffy Nose</b> 	Sometimes	Common	Sometimes
<b>Diarrhea</b> 	Rare	No	Sometimes, especially for children
<b>Sneezing</b> 	No	Common	No

Adapted from material produced by WHO, Centers for Disease Control and Prevention.



**TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.**

For more information about **Coronavirus (COVID-19)** visit [health.gov.au](https://www.health.gov.au)



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