



16 March 2020

Dear BallyCara Friends,

IMPORTANT UPDATE – BALLYCARA RESIDENTIAL AGED CARE VISITOR RESTRICTIONS

As previously advised, we have been continuing to monitor the changing circumstances re COVID19 and to work with relevant health authorities to ensure we are taking appropriate actions. Accordingly, BallyCara has taken the decision to limit visitors to our residential care facilities effective immediately. Please note this is a PRECAUTIONARY measure to optimise the safety and well-being of our Residents. Our facilities are not in lockdown.

Please note the following rules for visitations to both Hibernian Villa and Sunnyside Villa effective immediately until further notice.

Restrict to 1 (one) family member or significant other per resident. Each of these visitors will be required to present at the designated entry to each building and check in with a BallyCara staff member and assure us that they have followed government advice regarding the following:

- **You have not returned from any country overseas since 16 March 2020**
- **You have not tested positive for COVID-19 nor have you been in close contact with someone diagnosed with COVID-19, (you must isolate yourself in your home for 14 days after last contact with the confirmed case)**
- **You must wash your hands frequently with soap and water, before and after eating, and after going to the toilet**
- **Do not present with any cold or flu symptoms**

We also are now limiting the visiting times for our Residential Aged Care facilities to 8am to 5pm each day.

We ask for your understanding and cooperation please regarding this policy and will keep you updated regarding further measures over coming days and weeks.

Should you wish to discuss this further please contact our clinical team or Residential Services Manager on 1300 272 222.

We are anticipating further detailed advice from the Department of Health on Wednesday 18 March. We will review our procedures in accordance with this advice and communicate with members of the BallyCara community.

Sincerely,

Marcus Riley
Chief Executive Officer

Inspiring healthy & happy living