



17 March 2020

COVID-19 UPDATE - STRC

Dear Friends,

We provide the following update to all our BallyCara Friends around our planning, preparedness and response to COVID-19. BallyCara senior management personnel continually monitor updates and liaise with health and government authorities with specific reference to supporting older people. We want to reinforce our commitment to ensuring the delivery of safe and quality care in a “business as usual” mode wherever possible, whilst recognising our absolute authority to make immediate and significant decisions in response to COVID-19.

COVID-19 is a respiratory illness caused by a new virus with symptoms ranging from a mild cough to pneumonia. Some people recover easily, others may get very sick very quickly. There is evidence that it spreads rapidly from person to person. Importantly the World Health Organisation states: “Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness.”

The BallyCara Executive and Management teams are ensuring our policies, procedures and planning are applicable across all service points and are continually reviewed to protect the health and wellbeing of all BallyCara friends – consumers, family members and our workforce.

The number one priority for us all, is to adhere to strict hygiene and handwashing procedures. This plays a significant factor in reducing the spread of – not only COVID-19 – but the impact of influenza and other forms of infection related risks.

We ask that you advise our STRC Co-Ordinator immediately or phone 1300 272 222 in any of the following circumstances:

1. If you are diagnosed with COVID-19 you must self-isolate at home until you have recovered.
2. If you have returned from overseas, you must self-isolate at home for 14 days.

Inspiring healthy & happy living



3. If you have returned from a country or region that is at moderate risk for COVID-19 you should monitor your health closely. If you develop symptoms including a fever and cough you should isolate yourself immediately and urgently seek medical attention, requesting a COVID-19 test.
4. If you have had 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. Someone from your local public health unit will be in contact with you daily while you are at risk of infection to monitor you for symptoms.

As always, our priority will be to protect and enhance the safety, health, well-being and quality of life of all members of the BallyCara community.

- As a member of our STRC community, if you are required to self-isolate for a period of 14 days we will work with you to identify the most appropriate management strategy for your STRC episode. We ask that you contact us immediately if a self-isolation period is required.
- In circumstances where a key STRC staff member is unable to support you, BallyCara will strive to make alternate arrangements to ensure you can continue to complete your 8 week STRC episode with optimal outcomes.

We appeal to all BallyCara friends to be alert but not alarmed with respect to the current impact and awareness of COVID-19. We thank you for your ongoing diligence and awareness of this situation.

Kind Regards,

Marcus Riley
Chief Executive Officer



Inspiring healthy & happy living