



16 March 2020

Dear BallyCara Friends,

IMPORTANT COVID-19 UPDATE – BALLYCARA RETIREMENT VILLAGE

As previously advised, we have been continuing to monitor the changing circumstances re COVID-19 and to work with relevant health authorities to ensure we are taking appropriate actions. Accordingly, the following decisions taken by BallyCara Executive this afternoon as a result of ongoing monitoring of changing circumstances regarding COVID19.

Please be aware the decisions taken and actions to be implemented are PRECAUTIONARY and PREVENTATIVE and are effective immediately.

BallyCara Retirement Village:

- Large gatherings such as St Patricks Day will be cancelled until further notice.
- Decisions on church services, shopping trips and other activities will be further communicated on Wednesday.

Wellness Centre:

- The Wellness Centre at Scarborough will be closed from Tuesday 17 March 2020. This includes the Coffee bar, Exercise Clinic (Gym) and all group classes. Reception will remain open and the upstairs Health Clinic will remain open.

Wellness Program:

- Wellness program activities other than in-home services are suspended until further notice. Different arrangements that can be delivered for clients will be considered where possible.

Home Care:

- In-home Services continue with relevant health and safety measures being observed.
- Group activities such as Invigorate are suspended until further notice.

Residential Care:

- Visitations limited to one family member per Resident and the family member must meet the criteria as set by the Federal Government concerning their own health, travel and exposure to anyone who has tested positive to COVID19. All visitors must check in with a BallyCara staff member who will be stationed at main entrance to Sunnyside Villa and Hibernian Villa to confirm they meet the criteria.
- No other visitors or external parties will be permitted to our facilities other than health service providers.
- We also are now limiting the visiting times for our Residential Aged Care facilities to 8am to 5pm each day.

The Commonwealth Government has issued clear guidelines on the importance of Social Distancing across all aspects of Australian society. Social distancing includes ways to stop or slow the spread of infectious diseases. It means less contact between you and other people.

- Practise good hand and sneeze/cough hygiene
- Avoid handshaking and kissing
- Regularly disinfect high touch surfaces, such as tables, kitchen benches and doorknobs
- Increase ventilation in the home by opening windows or adjusting air conditioning
- Visit shops sparingly and buy more goods and services online
- Consider whether outings and travel, both individual and family, are sensible and necessary

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. Please contact Tommy or Noelene if you have any concerns regarding this communication.

Sincerely,

Marcus Riley
Chief Executive Officer

