



19 March 2020

Dear Residents

IMPORTANT UPDATE RE COVID-19 – BALLYCARA RETIREMENT VILLAGE

As promised in our correspondence earlier this week, we wish to provide you with an update surrounding a few items that required further consideration by BallyCara in our response to COVID-19 (Coronavirus).

Please note that our actions at this point are precautionary and preventative and that we continue to monitor changing circumstances and updates from Government and Health officials.

Community Centre Dining: this will continue as per normal however we wish to remind you that it is imperative all Residents adhere to the strict handwashing and hygiene protocols and to ensure appropriate social distancing practices. Residents who would prefer to have their meals in their own home or are unwell can request for this to be arranged. Of course, all Residents are welcome to order meals and have them delivered either on an ongoing basis or ad hoc.

Community Centre Village Events: adhering to the restrictions announced by the Australian Government on 18/03/2020 regarding indoor gatherings, we are regrettably suspending all Village Events until further notice. This includes large gatherings such as Lucky Villa Draw, Restaurant Nights etc.

Community Centre Smaller Group Activities: all Resident initiated activities will continue as per normal however again we reiterate the importance of adhering to the strict handwashing and hygiene protocols along with the social distancing principles. If you are unwell, please do refrain from participating until you are in good health.

Chapel Services: We are suspending Catholic Mass and all other Services held within the BallyCara Chapel. Please be advised individual Communion and pastoral support can be provided for Residents. Please advise Tommy or Noeline if you would like to receive Communion and / or seek assistance with any pastoral or spiritual needs. Likewise, our Lenten sessions will cease but our convenors will provide Resources to Residents who have been participating. The Redcliffe Uniting Church has also offered to provide phone pastoral support so please contact Tommy or Noeline for further information.

Anzac Day Service: Consistent with other decisions regarding larger group gatherings this is regrettably cancelled for 2020. BallyCara is working on other methods of commemorating the service of our Veterans and supporting family members.

Shopping Trips: We are committed to ensuring those Residents who normally access the Friday Shopping Bus can continue to have their essential shopping needs met. Please be assured we will contact each of our "Weekly Shoppers" to discuss your preferred method, which may include smaller groups and taking advantage of the dedicated "Seniors Hour" at local supermarkets.

Bus & Boat Trips: These are suspended until further notice in accordance with social distance and minimising exposure to the broader community.

Hairdressing Salons: In accordance with the visitor restrictions applied across our residential aged care facilities, the Sunnyside Villa salon is closed until further notice. The Village Salon remains open however please note the same principles of social distancing and hygiene apply. Please phone 3897 3291 to make direct bookings.

I assure you we don't take any of these decisions lightly, indeed it saddens me to see these cancellations and closures, however the health and safety of Residents has to be our priority and we are clear on the changes that we need to be made at this time. Such changes are made in line with expert advice and Government regulations. At the moment we cannot confirm how long these measures will need to be in place but we will continue to assess what is needed and what is possible and update you accordingly. I am proud of the superb efforts of our staff to manage these unprecedented circumstances and gratefully acknowledge the wonderful support received from Residents to date.

Our main request of you is to please adhere to the guidelines about health and hygiene practices and social distancing and that you direct your visitors to do the same. This is vitally important.

If you are experiencing any form of hardship, please let us know immediately. Please advise if you want more information about the current circumstances at any stage.

Best wishes,

Marcus Riley
Chief Executive Officer

