



27 March 2020

Dear Residents,

IMPORTANT UPDATE RE COVID-19 – BALLYCARA RETIREMENT VILLAGE

We thank you for your ongoing support of the preventative and precautionary measures we have in place. Your fellowship towards each other is hugely beneficial and your words of appreciation to Management and Staff are treasured by all of us I assure you. Given announcements by the Federal Government this week we seek to clarify and update further changes as per the following.

- Hairdresser – the hairdressing salon will remain open but must continue to adhere to social distancing regulations (noting the previously announced 30minute limit no longer applies)
- Library – will remain open for access to books, however all magazines will be removed. We are delighted that Residents are benefiting from the library resources and we ask that you continue to please be diligent with hand washing and hygiene regulations when accessing the books
- Swimming Pools – both pools will remain open for Residents only with a limit of 2 residents at a time. Please note no visitors are permitted to use either pool this includes families and other guests of Residents until further notice. Please ensure you have practiced good hand hygiene prior to entering the pool areas.
- Coffee Bar –we are making arrangements to provide an option for takeaway coffees, drinks and snacks. We will communicate details of these once confirmed.
- Community Centre remains open for Resident use however social distancing principles must be observed.
- Home Support – the Commonwealth Government has introduced new measures to ensure more timely and essential home support can be provided through the Commonwealth Home Support Program at this time. Accordingly, if you require basic home support services (e.g. domestic assistance, unaccompanied shopping, welfare checks, etc) please contact Patrick, Village Services Coordinator to discuss how we can respond.
- Wellness – we are delighted to advise that our Exercise Physiologists are finalising a range of exercise opportunities that can be delivered individually in your home (respecting social distancing) or virtually via instructional videos or printed information. Further communication regarding these options will be available next week and all existing Wellness clients will be contacted by our team.
- Delivered Meals – please continue to access this onsite service to ensure your nutritional needs are met. Place your orders by phoning or visiting Reception.
- As previously communicated, BallyCara will not be a polling booth location for tomorrow's Council election. We will have signs at each driveaway to advise the community.

Please be sure to reach out to Tommy and the team if you have any questions or concerns. We continue to make decisions based on the primary concern of your health and safety and Government regulations.

Best wishes,

Marcus Riley
Chief Executive Officer