

Dear Residents

### **IMPORTANT UPDATE RE COVID-19 – BALLYCORA RETIREMENT VILLAGE**

We write with a further update of necessary arrangements we need to apply across our Village given the latest advice from the Australian Government. We highlight the following directives from the Australian Government:

- People aged over 70, aged over 60 with pre-existing conditions, or Indigenous people aged over 50 should stay home wherever possible for their own protection.
- Gatherings, excluding household members, have been reduced to a maximum of two people.
- Everyone should stay home unless you are: shopping for essentials, receiving medical care, exercising or travelling to work or education.

Please be assured BallyCara personnel remain 'at work' and continue to be available to support you considering these further restrictions including accessing government subsidised home support services as mentioned last week. We appeal to your adherence please to the following measures for the health and safety of the Village of Friends community:

- Shopping – our preferred arrangement is to undertake weekly shopping on behalf of those Residents who normally access the Friday Shopping Bus. This will be promptly arranged through the Commonwealth Home Support Program for existing recipients. If you now require assistance given the latest restrictions please contact the Village team.
- Cash handling - during this period we are aiming to minimise cash handling at the Wellness Centre and Village Office receptions. We encourage payment by card, monthly account or direct debit wherever possible. A small cash float will be available to support those who require.
- External visitors – we strongly encourage you to not have visitors to your home however in the event of, please adhere to social distancing regulations and ensure visitors are not accessing Village amenities.
- As part of a strengthened preventative measure any external contractors or service providers you may have engaged to undertake work at your home will now need to check in with BallyCara staff as part of a tighter (yet necessary) screening process. If arriving Monday to Friday 8am-4.30pm, please advise any contractor or service provider that they must check in at Wellness Reception. If contractors are engaged outside of these hours and on a weekend, they will need to check in with the concierge at Hibernian Villa. Please note this does not apply to delivery drivers who are delivering an item directly to your door and not entering your home.
- In accordance with the latest restrictions on businesses and services, the Wellness Massage service provided at the BallyCara Health Clinic has now ceased until further notice.

We are also pleased to share the following two measures with you to further support you at home:

- General Practice – Medicare funded telehealth consultations means you can now have a bulk-billed consultation with your doctor, nurse or mental health professional via phone or videoconference. Please do consider this option to avoid the need to travel into busy medical centre environments.

- Home Medicines Services can deliver your prescribed medications to save you a further trip to your local pharmacist. Please contact your local pharmacist to arrange.

We sincerely thank all Residents for your support of the measures we have put in place over past weeks. We now seek your continued support please for the additional measures above and the continued adherence to ongoing arrangements and regulations. Please be assured all of what we are doing are preventative and precautionary measures purely for your safety and well-being.

In closing, we warmly welcome our newest Residents to the Village of Friends, please know the Village of Friends community eagerly awaits the opportunity to connect with each of you when we can.

Best wishes,

**Marcus Riley**

Chief Executive Officer

