



Important COVID Update for Greater Brisbane Region – 29th March 2021

In response to the COVID-19 preventative measures announced by the Queensland Premier and Chief Health Officer this morning, BallyCara provides an important update regarding our Residential, Village, HomeCare, Wellness and STRC services. Please be assured we **continue to provide essential frontline services wherever possible however some restrictions and temporary suspensions apply.**

In accordance with the Queensland Government Direction **As of 5PM THIS AFTERNOON (Monday 29th March)** the greater Brisbane area, including the Ipswich, Logan, Redlands and Moreton shires will go into lockdown for 3 days (to be reviewed by Thursday 1 April). **Residential Aged Care Facilities** – Hibernian and Sunnyside Villas went into lockdown with no visitors permitted as of midday last Friday (March 26). This lockdown will continue in line with the now community lockdown. Exceptions will only be granted by our Residential Services Manager for visitation that supports end of life or maintaining continuity of care. Residents are not allowed to leave our Facilities unless it is to receive or access health care, attend a funeral, or in the case of an emergency.

Please read the important updates that will be enforced from 5:00pm today (March 29) for each of our BallyCara services across the previously mentioned locations.

BallyCara Retirement Village

As of close of business TODAY (Monday March 29) until further advised:

- All Village Residents must remain in their own home unless undertaking essential Shopping or Exercise in the local area.
- In line with Government regulations you are allowed a maximum 2 visitors to your home. Visitors must not access any communal areas.
- The Wellness Centre Reception will remain open
- The Village Office will be closed during this period
- The Emergency Response Team, Home Care and Wellness services will continue to be provided to Residents in their own homes as required.
- Contractors undertaking essential services must check in at Wellness Reception.
- Wearing a Face Mask is compulsory for anyone leaving their home (excluding children under 12 years of age).

- The BallyCara Wellness Centre Cafe, Gym, Pool and Health Clinic will be closed until further notice.
- Meals will be delivered to Residents in their own home – no communal dining.
- The Shopping Bus this week will continue on Thursday 1 April to allow those Residents the ability to purchase their essential groceries – Please Note the wearing of a mask whilst on the bus and within the supermarket will be required.
- All Village Activities including Happy Hour, Games, and Library are ceased until further notice.

BallyCara HomeCare – Moreton Bay, Caboolture, Brisbane North, Logan Regions

Please be assured that our HomeCare services are considered essential services and we will continue to support and care for our clients. Our staff are required to wear masks inside client's homes when conducting all support and care services and will complete doorstep screening questions prior to entering. The exception is our Invigorate social programs at Scarborough & Woolloowin which will be suspended until further notice.

BallyCara Wellness – Moreton Bay, Caboolture, Brisbane North, Logan Region

Please be advised that all our BallyCara staff are essential workers and will continue to work. All in-home Wellness visits can continue with doorstep screening questions and the use of mandatory masks are to be worn until further notice.

The Wellness Centre, all HUBs (Brisbane North and Logan) and community groups will be closed/cancelled on Tuesday 30th, Wednesday 31st March and Thursday 1st of April and a further update will be provided after this.

The Health Clinic (Scarborough and Woolloowin) will be closed on Tuesday 30th March, Wednesday 31st March and Thursday 1st of April and further update will be provided after this.

BallyCara STRC Program

Please be assured that our STRC program staff are considered essential workers and we will continue to support and care for our program recipients in-home. Our staff are required to wear masks inside when conducting all support and care services and will complete doorstep screening questions prior to entering. Please be assured we are continually monitoring updates and are in direct dialogue with health and government authorities with specific reference to support older people and other at-risk members of the community. As

an essential frontline service, we reinforce our commitment to ensuring the delivery of safe and quality care, whilst recognising the need to make appropriate decisions in response to COVID-19 if required.

If you have any concerns or comments please email us on health@ballycara.com or phone 1300 272 222.

Sincerely



Marcus Riley
Executive Chairman

