

Important COVID Update for Greater Brisbane Region – 29th June 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 6PM THIS AFTERNOON (Tuesday 29th June)** all of our South East Queensland Service areas will go into lockdown for 3 days. **Residential Aged Care Facilities** – Hibernian and Sunnyside Villas went into lockdown with no visitors permitted (inclusive of Partners in Care) as of this morning. Exceptions apply for end of life care only. Residents are not allowed to leave our Facilities unless it is to receive or access health care, attend a funeral, in the case of an emergency or compassionate reason.

Please read the important updates that will be enforced from 6PM today (June 29) for each of our BallyCara services across the previously mentioned location.

BallyCara Retirement Village

As of close of business TODAY (Tuesday June 29) until further advised:

- All Village Residents must remain in their own home unless undertaking essential Shopping or Exercise in the local area.
- 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 Friday 2nd June 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 along with checking in using the Check in Queensland App
- All Village Activities including Happy Hour, Games, and Library are ceased until further notice.

BallyCara HomeCare – Gold Coast, 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 – Gold Coast, 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) will be closed on Wednesday 30th June, Thursday 1st July and Friday 2nd July. All Exercise and Community group classes will also be cancelled for the next 3 days (Wednesday 30th, Thursday 1st July, Friday 2nd July). Updates will be provided as we hear more.

The Health Clinic (Scarborough and Woolloowin) will be closed on Wednesday 30th June, Thursday 1st July, Friday 2nd July.

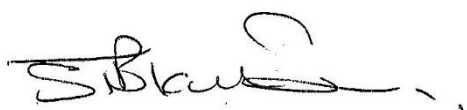
BallyCara STRC Program

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

A handwritten signature in black ink, appearing to read 'S Blackburn', with a stylized flourish at the end.

Sharon Blackburn CBE
Executive Director

