

Dear Village Friends,

Following the announcement from the Queensland Premier and Chief Health Officer on Saturday regarding the lockdown ending, we provide you with the following update regarding the Village site and services.

The below requirements and restrictions will be in place until July 16 or as directed by the Qld Government.

Please also be aware that as well as the below requirements the Premier has asked that anyone who falls into the vulnerable category to please limit your movements.

The regulations are as follows:-

- Face masks: masks must be worn in indoor spaces where you can't physically distance. You must carry a face mask with you at all times whenever you leave your home unless you have a lawful reason not to.
- You must be seated when eating or drinking at a café or restaurant.
- Private gatherings: 30 people maximum including residents, visitors and children.
- All indoor settings: 1 person per 4 square metres or 100% capacity with ticketed and allocated seating.
- Weddings: up to 100 people with 1 person per 4 square metres, limited to 20 people dancing at any one time.
- Funerals: up to 100 people with 1 person per 4 square metres

We provide the following clarification with reference to BallyCara.

BALLYCARA RETIREMENT VILLAGE

- **In line with Government regulations, gatherings must be capped at 30 within the home.**
- **The Wellness Reception will continue as per normal opening hours.**
- **The Village office will reopen for standard hours from Monday July 5th.**
- **Contractors providing services must continue to check in at Wellness Reception.**
- **The Emergency Response Team, Home Care and Wellness services will continue to be provided to Residents in their own homes as requested.**

- Carrying a Face Mask whilst outside your home is required and wearing of this mask required as per previously mentioned guidelines.
- The BallyCara Wellness Centre Café and Gym have reopened this morning Monday 5th July
- All health clinic services have resumed.
- Upon entry of the Wellness Centre - necessary screening and check in will be required. Staff will be available to assist.
- Both pools will be open however we ask you to maintain social distancing requirements at all times
- The Dining Room will reopen from today (Monday 5th July) – masks can be removed whilst dining.
- The Shopping Bus will continue with normal schedule – the wearing of a mask whilst on the bus and within the supermarket will be required along with checking in using the Qld COVID Check in App.
- All Village Activities including Happy Hour, Games, and Library can resume however please ensure social distancing requirements are maintained and masks only removed whilst seated.
- Chapel Services will resume as per normal schedule. Wearing a mask and maintaining social distancing are required.
- Unfortunately, the upcoming ‘Residents Quarterly Meeting’ on Wednesday 14th July and ‘Restaurant Night’ on Thursday 15th July will be postponed – further details will be provided

RESIDENTIAL CARE

While the community lockdown ends, we can confirm as per Government instructions the Residential Care lockdown will continue. There will continue to be NO visitors allowed into Hibernian and Sunnyside Villas. We understand the impact this has on any visitation plans for family and friends but please be assured our priority is on Resident wellbeing. If you have any concerns or questions please contact our Residential Services Manager as needed.

BALLYCARA HOMECARE SERVICES, WELLNESS AND THE SHORT TERM RESTORATIVE CARE PROGRAM, we confirm the following arrangements:

WELLNESS & STRC Programs

1. Wellness to resume operating in our community locations and centres in line with social distancing, hand hygiene and Personal Protective equipment (PPE) requirements.
2. Covid screening continues at all entry points.
3. Masks to be worn unless undertaking strenuous exercise.
4. All classes and individual services require bookings in advance.
5. Classes to return to capped limit as per previous timetables.
6. STRC Program to recommence using Community Centre's and pools as per client preference and subject to the reopening of these locations.
7. All BallyCara staff have completed COVID training and will wear PPE according to the guidelines.
8. Senior BallyCara personnel are available to assist with any questions/concerns you may have so please don't hesitate to contact us on 1300 272 222.

HEMOCARE

- Home Care services are essential services, and we are delighted to advise that all Home Care services will continue as normal. Activities, including our social groups, will operate as usual from Tuesday 6th July. All BallyCara staff have completed COVID training and will wear PPE according to the guidelines. Should you or anyone in your household experience any symptoms of unwellness, please advise our office team so we can make alternative arrangements for you. Call your local regional office with any questions.

We ask for your adherence to these measures for the safety and wellbeing of our village community at this time. Should you have any questions please seek clarification from Tommy Butterfield and the Village team.

Regards,



Kate Newton
Service Quality Director

