

11 September 2020

Dear members of the Bethany Christian Care Family

COVID-19 UPDATE

Aged care lock-down

On Saturday 22 August I sent a letter to relatives of aged care residents advising them of the immediate lock-down of Bethany Christian Care's three aged care facilities as directed by the Chief Health Officer. In a follow-up letter on Monday 24 August I advised that we did not know when visiting and excursions will be able to recommence.

The Director General of Queensland Health and Chief Health Officer have advised that the lockdown will be *"for a minimum of four weeks [until 18 September 2020] and will be extended until there is clear containment of community transmission"*. At this time, we have not received any further information about when visiting and excursions will be able to recommence. We will continue to keep you updated about further changes as they occur.

I appreciate that this lock-down is a difficult time of uncertainty, limitation and separation for our residents and their families.

As I mentioned in an earlier letter, in response to the lock-downs, we have increased staffing and introduced additional activities for residents and increased the ways of keeping in touch.

Virtual visiting increases at The Plains

Virtual visiting is still available as a way to keep in touch with aged care residents. If you would like to book a virtual visit you can do so through our website.

To keep up with increased demand for virtual visiting at The Plains we have purchased additional devices which will double the number of virtual visiting sessions available to residents. These new sessions will be available through our website by this weekend.

Retirement villages and devotions

Since my last letter the Chief Health Officer has not announced further changes which impact our retirement villages.

Bethany Christian Care is a not-for-profit organisation. To benefit our residents:

- Donations are tax deductible
- Our investment fund is exempt from the Centrelink/ Veterans' Affairs deeming provisions
- We are thankful for bequests.

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"Bear one another's burdens and so fulfil the law of Christ." Galatians 6:2

However, we are able to expand the number of people who can attend devotions from 10 to 50. Devotions are now held as follows:

Site	Time and days	Who can attend? (Maximum of 50 people including speaker and pianist)
The Plains	9:00am in the village hall on Monday to Friday	Retirement village residents in person <i>(All residents can watch on channel 102)</i>
Beth Eden	9:30 am Monday, Wednesday and Friday	Aged care residents
Janoah Gardens	9:00 am Monday, Wednesday and Friday	Retirement village residents

Conclusion

We are continuing to monitor and respond to the changing situation and will keep you updated about further changes as they occur.

Again, I thank God that there are no known COVID infections among our residents or staff.

The welfare, health and safety of our residents and staff is our top priority. At all times, our decisions during the COVID-19 pandemic seek to faithfully achieve that priority. If you have any concerns or wish to discuss this issue further, please contact Bethany Christian Care Head Office (07 3737 5080; bethany@bethanycc.org.au).

I am thankful for your continued prayers for all the Bethany Christian Care Family.

Kind regards,



Rohan Reid
CEO