

15 July 2020

Dear members of the Bethany Christian Care Family

COVID-19 UPDATE – MORE VISITING AND EXCURSION TIMES

New Sunday excursions

Many Churches in the Brisbane area are recommencing their in-person services. I know some of our aged care residents are keen to join in-person services at their Church.

To facilitate this, we will be making excursions from aged care facilities available on Sundays at 8am, 9am and 10am. These booking times can be booked from this week for excursions starting on Sunday 19 July. Of course, excursions can be for other reasons than attending Church.

These excursion times need to be booked via our website (just like other excursions), but they need to be booked 48 hours in advance (where excursions on other days only need 24 hours' notice). This longer notice period is to provide adequate time for our staff to make arrangements for the excursion.

At this time, we are not making visits into the aged care facilities available on Sundays.

Additional Saturday visit and excursion times at The Plains

The Plains is our largest aged care facility, and has more demand for visits and excursions than our other two sites combined. To meet the higher demand for weekend visits and excursions at The Plains we are increasing Administration staff hours and making additional booking times available on Saturdays at 10am and 11am. These need to be booked via our website 24 hours in advance.

The additional booking times at The Plains can be booked from this week for visits and excursions starting on Saturday 18 July.

Changeable situation

Our processes for visiting and excursions are in line with the *Industry Code for Visiting Residential Aged Care Homes During COVID-19* (the "Code") which was updated on 3 July to reflect the latest medical advice and State-based Aged Care Directions.

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

The Code provides that operators of aged care facilities can implement stricter visiting arrangements to respond to changes in local conditions.

As we have seen with the COVID situation in Victoria, and now New South Wales, things can change very quickly.

While in Queensland we are presently fortunate to be in a situation where aged care facility visits and excursions can occur, please remember that if the COVID situation in Queensland deteriorates we will need to implement tighter visiting and excursion arrangements. In such a situation, tighter arrangements may need to be implemented very quickly and booked visits and excursions may need to be cancelled at short notice.

Conclusion

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