



Dear residents and family members

21/5/20

This is the first weekly message to all of you where I will not be outlining changes in the way we manage visiting as there have been no changes that we needed to implement this week. A cause for minor celebration!

We are really pleased to see SA now has no active cases of COVID 19 and we continue to monitor government and media sources daily to check for changes to restrictions as they are reconsidered fortnightly by the SA Government over the next couple of months.

It has been business as normal within Boneham in the last week – the “new” normal that is. We are continuing with increased staffing levels to support resident engagement whilst restrictions are in place and to ensure we can manage visitations according to the relevant regulation. Visitors will have noticed that our main reception has been shut for several days with the old Kintore entrance in use. This has been due to maintenance issues with the roller door. Once it is repaired reception will return to the normal location.

Residents have been given lots of opportunities for group socialising with social distancing in place. Video calls are still in strong demand despite face to face visits increasing and are proving to be a hit for residents with families living some distance away. Video bingo is turning out to be a rollicking affair and video church services are also very well received. Assisting with these electronic tools is now a standard part of our business and our staff are much more proficient in managing this than they were several weeks ago. We plan to enshrine opportunities for video connections as a permanent part of our services.

We were also glad to welcome back Chris Num, our regular hairdresser, in recent days. The glamour stakes within our hallways have lifted a notch in recent days as residents take advantage of the extra services available! We must also give a big thanks to Kirsty Johnson for wonderfully covering Chris' enforced absence!

Finally, I can't finish without a quick reminder that visiting hours remain 1 to 4pm weekdays and 1 to 3pm weekends. Visits can be up to 2 hours in duration but only one visit per day is permitted with a maximum of 2 persons attending. Persons without flu vaccination cannot enter, nor can anyone who has recently returned from overseas or has any cold/flu/covid symptoms.

Thanks again to all residents, family members and staff for continuing to accept all of the new changes with patience and a smile. We will continue to update you directly whenever there are changes that impact residents and families. If there is no major news, like today, we will still touch base to keep you informed about what is happening within Boneham.

Yours Sincerely

Michael Filsell (General Manager BACS)