

Tuesday, 30 April 2024

Dear family members, staff, and residents,

As COVID becomes a normalised part of society, the Residential Services team have decided to change some of the processes connected to outbreaks in the home. These changes will start from **Wednesday, 1 May 2024**.

Surveillance RATs

Surveillance RAT tests are no longer required before you visit the home. RAT's will only be required for residents, staff, and visitors if they are symptomatic.

Even though we are stopping the surveillance RATs, it is important you do not visit the home if you have any cold or flu-like symptoms or if you have been in contact with someone who is experiencing any viral symptoms. This helps keep the residents and staff safe.

A surveillance RAT still may be required when the home has a COVID-19 outbreak.

BaptistCare website

We will no longer update the website with the outbreak status of each home. The website updates were introduced during COVID. However, we now manage COVID the same way as other outbreaks in the home, so the website has become unnecessary.

Communication from the homes

Homes will continue to communicate important information about outbreaks with friends and family members via text message or email.

Occasionally you will still receive text message or email from the Residential Services team with a link to a letter such as this one. This will only be to communicate important changes or information.

The Manager Residential Care and Care Team continue to be the best source of information regarding the health and wellbeing of your loved one. We encourage you to reach out to them if you have any questions or concerns about your loved one or the outbreak status of the home.

Mask wearing.

In most circumstances, you aren't required to wear a mask when visiting the home. Should an outbreak occur, the home will direct you to wear the appropriate PPE which may involve wearing a mask if you're visiting the home during the outbreak.

Zipline sign-in

Please remember to sign in and out via the Zipline terminal when you arrive at, and leave the home. This helps us know who is in the home at all times, and who is visiting the residents.

Please don't hesitate to contact the Manager Residential Care (MRC) of your home if you have any questions about this change or the care of your loved one.

Exclusion period for covid positive staff members

The requirement for the seven-day exclusion period is changing to five days for covid positive staff members within residential care and head office. Staff members may return to work on day 6 if asymptomatic and have tested RAT negative.

Yours Sincerely,

David Lyle

General Manager, Residential Services