

Friday, 24 December 2021

Dear Residents, Family members, and Staff,

Earlier this morning, BaptistCare Aminya Centre was advised that a staff member tested positive for COVID-19. It is possible the staff member worked while infectious; however, we are still investigating this information.

In addition, a resident who had travelled out of the home with a companion is now a close contact after the companion tested positive. Currently we can advise that:

- No resident is exhibiting symptoms, we are awaiting the outcome of test results for the resident who travelled with their companion
- We are completing rapid antigen tests for all staff, before they start their shift, in addition to the entry screening and automated body temperature readings
- Resident temperatures are taken twice daily

We are working closely with NSW Health and the local public health unit to gather more information and determine the risk to our residents and staff.

It is regrettable that this outbreak is happening at this time of year, when residents and families look forward to celebrating Christmas together. **As a result of these events, the home is now closed to visitors while we investigate further over the next few days.**

All BaptistCare homes provide for end of life visitation.

To ensure the wellbeing and safety of your loved one, we will continue to monitor all residents and staff while we wait for further advice from NSW Health. Staff can attend work as usual unless they display symptoms.

As a precaution, we have asked residents to limit their movements around the home, including staying in their rooms where possible. We also have limited staff movements around the home.

To ensure you remain up to date, a web page has been established to enable you and your family to access updates about the situation at the home. This page will provide you with real-time updates regarding the situation at the home.

You can access updates about your home using the link below:

<https://baptistcare.org.au/communications-for-aminya-centre>

Please visit the webpage regularly to get updates for your home. Any time you visit this page, it will have the most up-to-date information available to us.

I would like to remind you that any time your loved one's health or wellbeing changes, or if we need to speak with you, the home will contact you directly.

I would also like to let you know our property teams are working to re-establish outdoor spaces to enable you to speak with your loved one via a window.

I know this is an incredibly difficult time for you, your families, and your loved ones. Please know our staff are doing the very best they can in challenging circumstances, and we are continuing to work closely with all health authorities to respond to the situation at Aminya Centre, while also navigating local area health, State and Federal requirements.

We are also doing our best to answer your calls and questions to the home, but please understand we are prioritising care to all residents. We are working on ways to improve communications and ask for your patience.

I believe we will get through this period by working together, and at this time I again ask for your support and trust, as we do our utmost to bring everyone out of these outbreaks safely, and enable you to visit again as soon as possible.

Sincerely,



Allan Waters
General Manager, Residential Services and Retirement Living