

Thursday 23 December 2021

Dear Residents, Family & Friends,

Changes to how we will communicate with you - effective today

I am writing to share an important update and change regarding how BaptistCare will be communicating with you from today regarding COVID-19 in our homes.

To ensure you remain up to date, we are changing our communication process to better provide you with real-time updates regarding the situation at each of our homes.

We have always made transparent and regular communication with families a priority, and with COVID-19 cases spreading in the community we believe it is likely that more of our homes may experience COVID-19 exposures and outbreaks.

We are moving to provide more timely, accurate and real-time communication to all families at all homes via our website.

Each of the homes below is currently experiencing a potential exposure or a confirmed exposure or outbreak at the time of writing. A web page has been established to enable you and your family to access updates about the situation at the home.

For any significant events or updates, we will send you an SMS bringing your attention to the website.

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

- **Warabrook Centre** <https://baptistcare.org.au/communications-for-warabrook-centre>
- **Shalom Centre** <https://baptistcare.org.au/communications-for-shalom-centre>
- **Dorothy Henderson Lodge** <http://baptistcare.org.au/communications-for-dorothy-henderson-lodge>
- **Warena Centre** <https://baptistcare.org.au/communications-for-warena-centre>
- **Cooinda Court** <https://baptistcare.org.au/communications-for-cooinda-court>
- **The Gracewood** <https://baptistcare.org.au/communications-for-gracewood-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, with protection from the weather.



BaptistCare

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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 unique situation in each home, 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 this 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