

Friday 14 August, 2020

Dear families and friends of Bethshan,

We are contacting you with an update regarding **Bethshan Gardens Centre** which has been under preventative closure since Thursday 6 August, under advice from NSW Health Hunter New England Local Health District.

Please be advised that the closure period for Bethsan Gardens Centre will be extended for another 7 days, and will remain closed to all visitors. Families will be advised once the closure is lifted. If there are any families that feel they have an exceptional circumstance, please contact the relevant Care Team Manager or the Residential Manager to discuss the available options.

Please be assured there are no cases of COVID-19 at Bethshan Gardens Centre. However as result of COVID-19 cases in the Newcastle area, NSW Health advised on Thursday 6 August that any homes located in the Lake Macquarie Local Government Area (LGA) are to close to all visitors for one week. This closure has now been extended for another 7 days.

This remains a preventative closure only, and reflects NSW Health's focus on protecting the vulnerable and aged residents living in aged care homes where there is an increased risk due to the location of the home and the number of active COVID-19 cases in the surrounding area.

This preventative closure also includes any planned excursions or appointments, which we request you postpone until we advise further.

We do understand this will cause some concern for you and our residents, however we are taking seriously all precautions to ensure we prevent COVID-19 from entering our home.

Our Connections Coordinator, Colbi Hawkins is available to make appointments for families for telephone and video calls. Colbi can be contacted via phone, 4357 4111 or the Acuity scheduling website <https://app.acuityscheduling.com/schedule.php?owner=19321105>

We thank you for your ongoing support as we do all we can to protect your loved ones during this time. We will continue to follow the advice of NSW Health closely, and we will communicate any changes with you as we are advised, including when the home is re-opened to visitors.

If you have any questions, please do not hesitate to contact **Acting Residential Manager, Karen Waugh** via 0438 625 606, or the After Hours Manager on 0491 696 156.

Keep safe and well.

Allan Waters
General Manager – Residential Services