

Thursday, October 7, 2021

Dear Family Members and Carers,

Thank you for your ongoing patience over the last four months with the many COVID-19 restrictions affecting the broader community and aged care homes. I know the separation has been difficult for you, your loved ones and the care teams that support them. I'm pleased restrictions are slowly lifting, and we can safely welcome visitors back to each home in the coming weeks.

EASING OF VISITOR RESTRICTIONS - STAGE 1

As of **Monday, 11 October 2021**, you can visit your loved one in the home. Please carefully read through the information in this letter to ensure you can safely see your loved one. This information applies to the following homes:

- Aminya Centre
- Cooinda Court
- Dorothy Henderson Lodge
- Morven Gardens
- Shalom Centre
- The Gracewood Centre
- Warena Centre

Requirements for booking in to visit your loved one

- Bookings are essential and are available online via the Acuity Booking system. Please do not arrive at the home without a booking.
- We are still finalising instructions on accessing the Acuity Booking system and will let you know once these are finalised.
- Visiting hours are Monday to Sunday, 10:00am – 3:00pm.
- You can visit your loved one for a maximum of 1 hour each visit.
- Your visit needs to take place in your loved one's room, and the door must remain open at all times.
- A maximum of 2 visitors are allowed each day per resident.
- Your loved one must approve the visit before you can attend.
- You are initially limited to one visit every two weeks as there are limited timeslots available and many people who wish to visit their loved ones. We will review this as booking spaces become available.
- All hand hygiene and social distancing requirements continue to apply, including the 4sqm rule.

Your vaccination status

- **Only fully vaccinated people, 12 years of age and over, can visit, provided your second dose has been completed at least 14 days prior to your first visit.**
- You must provide evidence of your double-dose vaccination status to the reception staff before you can visit. You can access your COVID-19 Digital (vaccination) Certificate from Service NSW (using the App or online portal) OR your Medicare Immunisation History Statement via Services Australia.

New entry procedures

- Please arrive **15 minutes BEFORE** your booking time and check-in using your smartphone and the Services NSW App QR Code.
- You will then need to take a Rapid Antigen Test (more information on this test can be found here <https://www.health.gov.au/news/rapid-antigen-testing-in-aged-care>). The results of this test are available after approximately 10 minutes.
 - If you are COVID-19 negative, you may proceed to the Rapid Global check-in point. Standard COVID-19 screening questions remain in place.
 - If you are COVID-19 positive or return an inconclusive result, you must leave the home immediately. NSW Health Public Health Unit will be informed of your result, and you must proceed to the nearest COVID-19 testing clinic to complete a COVID-19 PCR Test.
- Please note, if you arrive late, you cannot extend the time spent with your loved one past your booking timeslot.
- Your temperature will be taken automatically by the Rapid Global terminal. If your temperature is 37.5°C or higher, you will be unable to enter the home on that day. We will notify your loved one and reschedule your visit.
- BaptistCare will supply an N95 respiratory mask for you to wear at all times while within the home.
- We have placed additional hand hygiene stations throughout the home for your use during the visit.

Snap lockdowns

- NSW Health can issue a snap lockdown in an LGA with only a few hours warning. If this happens in the LGA of one of our homes, all visits to the home will stop until the lockdown is lifted.
- If you live in an LGA that goes into lockdown, you must reschedule your visit to a time after the lockdown lifts.

Residents attending family gatherings or excursions

- We have prioritised the provision of safe in-home visits for you and your loved ones. Residents leaving and returning to the home safely will be covered in the Easing of Restrictions Stage 2 update. We appreciate your patience with the plan for easing this restriction.

As always, if you are experiencing any cold or flu-like symptoms, are self-isolating or living with someone self-isolating, or if you are COVID-19 positive, please do not attempt to visit the home under any circumstances. We will reschedule your visit to another time when you feel well.

Current arrangements for Essential Care and End-of-Life Care will remain in place.

If you have any questions about this information, please don't hesitate to contact the Reception Desk at your home.

We look forward to welcoming you back to the home, and we hope visiting your loved one brings you and them great joy.

Kind regards,



Allan Waters
General Manager, Residential Services and Retirement Living