BaptistCare
Level Two, 22 Brookhollow Ave
PO Box 7626
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T (02) 9023 2500 F (02) 9023 2501
E ask@baptistcare.org.au
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Wednesday, 29 December 2021

Dear Residents, Family members, and Staff,

Late yesterday afternoon, BaptistCare Carey Gardens 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.

Currently, we can advise that:

- No resident is exhibiting symptoms
- 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
- Eight residents are required to isolate in their rooms until ACT Health provides further advice
- The remaining residents are free to leave their rooms but are asked to limit their movements around the home

We are working closely with ACT Health to gather more information and determine the risk to the residents and staff.

It is regrettable this outbreak is happening at this time of year when residents and families look forward to celebrating the holidays 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 essential care and 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 ACT Health. Staff can attend work as usual unless they display symptoms.

To ensure you remain up to date, we have created a web page to enable you and your family to access updates about the situation in the home. This page will provide you with real-time updates regarding the situation in Carey Gardens.

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

https://baptistcare.org.au/communications-for-carey-gardens

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 want 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 a very difficult time for you, your families, and your loved ones. Please know our staff are doing the best they can in challenging circumstances. We are working closely with all health authorities to respond to the Carey Gardens situation while navigating ACT and Federal requirements.

We are also doing our best to answer your calls and questions to the home. Please understand we are prioritising care for 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. 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 soon.

Sincerely,

Allan Waters
General Manager, Residential Services and Retirement Living