

Thursday 6 August, 2020

Dear families and visitors,

Important Notice for Families and Visitors at BaptistCare Bethshan Gardens Centre

We are contacting you with new information regarding Bethshan Gardens Centre which we have just received from NSW Health Hunter New England Local Health District.

Firstly, 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 have today advised that homes located in the Lake Macquarie Local Government Area (LGA) are to be closed to visitors immediately. This includes Bethshan Gardens Centre, which will be closed to all visitors from this evening, for a one week period.

This is 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 for a week, 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.

As we have seen is the case in Victoria, the spread of COVID-19 in aged care homes is devastating for everyone and brings with it serious consequences.

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