

Friday 7 August, 2020

Dear families and visitors,

On Friday 24 July BaptistCare wrote to all families, residents and staff about the implementation of a surgical masks policy for all visitors to an aged care home, which became effective on Saturday 25 July.

**The surgical masks policy for ALL VISITORS was reviewed on Thursday 6 August and will remain in place until further notice. All VISITORS are required to use a surgical mask when visiting an aged care home. A surgical mask will be provided to you after you complete the screening process.**

**Please be aware that ALL BAPTISTCARE employees are also required to wear surgical masks while working in the home, effective as of Thursday 6 August.**

We continue to see an increase in COVID-19 case locations across NSW, BaptistCare continues to closely monitor all Public Health orders for NSW and ACT. Our absolute priority remains the ongoing safety and wellbeing of every resident and employee.

We ask all families and visitors to again review the following requirements and requests:

- 1. We strongly request that you limit your visits to our homes wherever possible,** and we encourage you to use alternate options including phone or video calls, or the Safe Visitor Spaces. These can be arranged via the Connections Coordinator at each home. The more visitors coming through our homes, the higher the risk we have that COVID-19 could be brought into a home.
- 2. We request that residents do not leave the home for social activities at this time.** If you are planning to take your loved out of the home, we ask that you discuss this with the Care Team Manager or Residential Manager. We would prefer that residents only leave the home for urgent medical appointments, again to reduce any risk to residents and employees.
- 3. If you do need to visit, ALL VISITORS and STAFF are required to wear a surgical mask** when visiting a BaptistCare aged care home. We understand you may be concerned about how you may be recognised or communicate with your loved one through a mask. In this instance, we are requesting you book a Safe Visitor Space visit, which will allow you to remove your mask while maintaining a safe physical distance from your loved one.
- 4. Please continue to review the list of COVID-19 case locations daily,** to ensure you have not been to a listed location: [www.baptistcare.org.au/COVID-hotspots](http://www.baptistcare.org.au/COVID-hotspots). This currently includes a range of Local Government Areas (suburbs within these areas), the State of Victoria, and case locations listed by NSW Health.

5. We are further **excluding visitors who have a close contact** (face-to-face contact for more than 15 minutes or shared a closed space for more than 2 hours) **with someone who has visited any of the above locations.**
6. **Please be aware of the instructions at your local BaptistCare home**, to ensure you are following all COVID-Safe directions and processes.

We would also like to advise you that we are including these communications on our website in addition to our SMS communications. You can access these updates here: <https://baptistcare.org.au/updates-for-families>

BaptistCare continues to review our visiting guidelines and we will communicate any changes to you as quickly as possible, as we understand how important this is to you. This may mean that notifications and advice are sent with short notice, and may also involve some differences from home to home, based on the local situation.

At this time, I would also like to take this opportunity to introduce **Charles Moore** as the new CEO of BaptistCare, who will be leading the organisation from the 14 August. It has been an honour to have been a part of the BaptistCare family for 16 years and I personally thank you so much for your support. I know and trust that I am leaving you in good hands.

We thank you again for your ongoing support as we respond to this situation, which is changing daily. We want to ensure we are doing everything we can to protect you and your loved ones during this time.

Keep safe and well.



**Ross Low**  
Chief Executive Officer



**Charles Moore**  
Chief Executive Officer *elect*