

Tuesday 22 September 2020

IMPORTANT INFORMATION

Dear families,

Reduced restrictions on visitation to BaptistCare aged care homes, NSW

We are contacting you with an update from NSW Health regarding the easing of restrictions to certain homes in the areas of **Sydney**, and the **Blue Mountains**.

As COVID-19 cases remain still active in the Sydney area, BaptistCare continues to remain vigilant in preventing the introduction of COVID-19 to our homes. With community transmissions limited in recent days, some of the recommended restrictions are set to ease.

BaptistCare has reduced the restrictions on visitation to our Sydney metro aged care homes, effective as of **Wednesday 23 September**. This applies to **BaptistCare's Warena, Shalom, Dorothy Henderson Lodge, Coinda, Aminya, Gracewood and Morven Gardens**.

Please take note of the following changes and exclusions that remain in place:

- All visitations will need to be booked via the **Acuity System** and are to take place in the resident's room, or in the Safe Visitor spaces available.
- There are no more than **two visitors** at a time and children are to be closely supervised.
- **Surgical masks** must be worn at all times along with the practice of hand hygiene.

As specified by NSW Health, all **VISITORS** who have been in the following **Hotspots** or are from the **LGA areas in the last 14 days**, are to be excluded from entering the home:

- In **NSW: Bankstown (part LGA), Blue Mountains LGA, Cumberland LGA, Fairfield LGA, Hunters Hill LGA, Liverpool LGA, Mt Druitt (suburb), Parramatta LGA, Randwick LGA, Waverley LGA, Woollahra LGA**

The list of hotspots and excluded LGAs change frequently. The up-to-date list is displayed at each home.

We will be reviewing our visitation rules next Thursday. BaptistCare will advise of any further changes.

In the meantime, 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.

To be considered for access under exceptional circumstances, please forward your email request to the respective Care Team Manager. Please allow two business days for your request to be actioned.

If you have any concerns or questions, please do not hesitate to contact the Residential Manager of the home.

We thank you for your ongoing support as we do all we can to protect your loved ones during this time.

Kind regards,

Allan Waters

General Manager – Residential Services