

Friday 11 September 2020

Dear families,

Preventative Closure of BaptistCare homes – Update

We are contacting you with an update regarding **BaptistCare Homes located in the metropolitan Sydney, Nepean Blue Mountains and Central Coast regions.**

NSW Health wants to ensure that all appropriate preventative action is taken to avoid transmission into an aged care home. Following the recent cases in Sydney CBD, the Chief Health Officer is requesting that all residential aged care facilities in metropolitan Sydney, Nepean Blue Mountains and the Central Coast regions (excluding Illawarra Shoalhaven) are to remain closed to all visitors for a further week.

This preventative closure will be reviewed in the coming week 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 until we advise further.

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.

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

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

Kind regards,

Allan Waters

General Manager – Residential Services