

Thursday 27 August 2020

Dear families and friends of Warabrook,

We are contacting you with an update regarding **Warabrook Centre** which has been under preventative closure since Friday 14 August, under advice from NSW Health Hunter New England Local Health District.

**Please be advised that the closure period for Warabrook Centre has now been lifted and will reopen to visitors, effective from Friday 28 August.**

**To protect our residents and staff, we ask that all families and visitors please take note of the following guidelines:**

- VISITORS, please consider reducing the number of visits and the duration of your visit to the home, to ensure the continued safety and well-being of all residents and staff.
- Screening of all VISITORS will continue to be a requirement before entry into the home and in combination with any Local Government Area (LGA) and Hotspots locations. All existing restrictions connected to an LGA or Hotspot will continue to be in place and apply to all visitors. The use of a face mask when visiting the home is still required, and all visitors will be provided with a face mask after screening.

- **Standard visiting entry times are as follows:**

**Mon-Fri 10:30am-5:00pm      Sat-Sun 10:00am-3:00pm**

All visits are to occur either in the resident's bedroom, an outside area or any other designated private area. Visits are not to take place in any of the communal areas located in the home.

- Visitors must practise social distancing and good hand hygiene practices.
- Any visits outside of the standard visitor entry times (exceptional visits) may be requested by contacting the Care Team Manager or Residential Manager with your request, which includes all palliation visits or if a family member is unable to visit during standard visiting hours.
- As outlined by NSW Health, care and support visits are permitted by no more than two persons together, to provide care and support to the resident.
- The number of visitors will be monitored by our reception team to ensure we comply with this requirement.

Our Connections Coordinator, Corra Lewis, is available to make appointments for families for telephone and video calls. Corra can be contacted via phone during business hours, 0490 847 314 or the Acuity scheduling website: <https://app.acuityscheduling.com/schedule.php?owner=19369077>



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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.

If you have any concerns or questions, please do not hesitate to contact **Residential Manager, Melissa Wildschut**.

For more information about COVID-19 Hotspots in NSW, please visit the following webpage:

<https://baptistcare.org.au/covid-hotspots>

Keep safe and well.

**Allan Waters**

General Manager – Residential Services