

Monday 10 August, 2020

Dear families and visitors,

Important Notice for Families and Visitors at BaptistCare Gracewood Centre

We are contacting you with new information regarding Gracewood Centre which we have just received from NSW Health.

Firstly, please be assured **there are no cases of COVID-19 at Gracewood Centre.**

However as a result of COVID-19 cases in the Hills area, NSW Health have today advised that homes located in the Hills District Local Government Area (LGA) are to be closed to visitors immediately. This includes Gracewood Centre, which will be closed to all visitors effective immediately, for a 14 day 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. Following the 14 day period we will take further advice from NSW Health and be in contact with you.

This preventative closure also includes any planned excursions or appointments, which we request you postpone, until we advise further. If you believe your situation is exceptional, such as a family member that is at end of life, please contact the Care Team Manager or Residential Manager to discuss options.

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, Alysha Brennan is available to make appointments for families for telephone and video calls. Alysha can be contacted via phone during business hours, 0490 847 315 or the Acuity scheduling website: <https://app.acuityscheduling.com/schedule.php?owner=19345153>

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 concerns or questions, please do not hesitate to contact Residential Manager, Jovi Pilapil on 8864 0401 or 0401 984 836.

Keep safe and well.

Allan Waters
General Manager – Residential Services