

Friday 7 August, 2020

Dear families and visitors,

Return to Safe Visiting Spaces for Families and Visitors at BaptistCare Warena Centre

We are contacting you with information regarding Warena Centre. Firstly, please be assured **there are no cases of COVID-19 detected at Warena Centre.**

However as result of the levels of locally acquired COVID-19 cases in the adjoining local government areas, BaptistCare have today made the decision to raise the level of preventative measures and return to our Safe Visiting Spaces for families and visitors.

This is effective immediately, and we sincerely apologise for the short notice under these circumstances.

Our Connections Coordinators, Laura and Caroline, will be facilitating appointments for families to access our Safe Visiting Space. **Please schedule your booking via the Acuity scheduling tool in the first instance.**

Visitation hours will be Monday to Friday, 9:30am – 5pm, and Sat to Sun, 9:30am – 3:30pm.

All bookings must be made via

<https://app.acuityscheduling.com/schedule.php?owner=19482867>

Once you have made a booking, should you require further information please contact Laura and Caroline on 0490 847 320.

We do understand this will cause some concern for you and for our residents, however we are taking preventative measures to minimise the risk of COVID-19.

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 while monitoring the local situation, 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, Jacinta Cartagena, on 0437 192 125.

Keep safe and well.

Allan Waters

General Manager – Residential Services