

Thursday, October 7, 2021

Dear Family Members and Carers,

Thank you for your ongoing patience over the last four months with the many COVID-19 restrictions affecting the broader community and aged care homes. I know the separation has been difficult for you, your loved ones and the Care Teams that support them. I'm pleased restrictions are slowly lifting, and we can safely welcome visitors back to each home in the coming weeks.

The Public Health Order has now been released and is effective as of **Monday, 11 October 2021**. You can visit your loved one in the home from this date under the arrangements listed below.

Please carefully read through the information in this letter to ensure you can safely see your loved one. This information applies to the following homes:

- Maranoa
- Kularoo
- Warabrook
- Bethshan
- Orana

### **Your vaccination status**

- Only fully vaccinated people, 16 years of age and over, can visit, where your second dose has been completed at least 14 days prior to your first visit.
- You must provide evidence of your double-dose vaccination status to the Reception staff or test staff on arrival for your first visit before you can enter. Please have this evidence ready. Evidence that we can accept includes your COVID-19 Digital (vaccination) Certificate from Service NSW (using the App or online portal) OR your Medicare Immunisation History Statement via Services Australia.

### **Requirements for visiting your loved one**

- Visiting hours will be Monday to Friday, 10:00am – 4:45pm for the first two weeks and will then be reviewed. There will be a maximum of one visit and two visitors each week. This limitation is necessary to ensure all families can visit in the first two weeks, and it allows us to complete the required checks and entry requirements.

- You will be required to make a booking, and further details will be provided shortly for this. If you are having difficulties with the booking system once released, please contact Reception at your home.
- A Rapid Antigen Test (RAT) will be required on arrival and prior to entry. You will be asked to remain in your car with a mask in place and drive through the main reception undercover area at your appointment time. Please do not arrive early as this may prevent others from meeting their timeslots.
- Once tested, you will be asked to wait in your vehicle until your negative test is confirmed. Our staff will then call you, and you will be able to enter the home to complete the internal entry process.
- If you return a positive or inconclusive test result, you will not be able to visit your loved one, and we encourage you to get a COVID-19 test immediately.
- Please remember your visit needs to occur in your loved one's room or an outdoor space.
- All hand hygiene and social distancing requirements continue to apply.

### **Entry procedures**

- Your temperature will be taken automatically by the Rapid Global terminal. If your temperature is 37.5°C or higher, you will be unable to enter the home on that day. We will notify your loved one and reschedule your visit.
- BaptistCare will supply a surgical mask for you to wear at all times while in the home.
- We have placed additional hand hygiene stations throughout the home for your use during the visit.

### **Social leave**

- Currently, we are not offering social leave to residents. Further information will be available shortly in relation to this option.

### **Snap lockdowns**

- NSW Health can issue a snap lockdown in an LGA with only a few hours warning. If this happens in the LGA of one of our homes, all visits to the home will stop until the lockdown is lifted.
- If you live in an LGA that goes into lockdown, you must reschedule your visit for after the lockdown lifts.

## Hairdressers

- We know that everyone is waiting for hairdressers to return. We are pleased to share that they will return next week with COVIDSafe plans in place. Our hairdressers will take a little while to catch up, so please be patient with them.

As always, if you are experiencing any cold or flu-like symptoms, are self-isolating or living with someone self-isolating, or if you are COVID-19 positive, please do not attempt to visit the home under any circumstances. We will reschedule your visit to another time when you feel well.

Current arrangements for Essential Care and End-of-Life Care will remain in place.

If you have any questions about this information, please don't hesitate to contact the Reception Desk at your home.

We look forward to welcoming you back to the home, and we hope visiting your loved one brings you and them great joy.

Kind regards,



Allan Waters  
General Manager, Residential Services and Retirement Living