

Thursday 27 August 2020

Dear families and friends of Bethshan,

We are contacting you with an update regarding **Bethshan Gardens Centre** which has been under preventative closure since Friday 14 August, as advised by the NSW Health Hunter New England Local Health District.

Please be advised that the closure period for Bethshan Gardens 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, Colbi Hawkins is available to make appointments for families for telephone and video calls. Colbi can be contacted via phone, 4357 4111 or the Acuity scheduling website <https://app.acuityscheduling.com/schedule.php?owner=19321105>

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.



BaptistCare

BaptistCare

Level Two, 22 Brookhollow Ave
PO Box 7626
Norwest NSW 2153

T (02) 9023 2500 **F** (02) 9023 2501

E ask@baptistcare.org.au

baptistcare.org.au

If you have any questions, please do not hesitate to contact **Acting Residential Manager, Karen Waugh** via 0438 625 606, or the After Hours Manager on 0491 696 156.

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