

Monday 24 August, 2020

Dear families and visitors of Gracewood,

We are contacting you with an update regarding Gracewood Centre which has been under preventative closure since Monday 10 August, as advised by NSW Health.

The list of Local Government Areas managed by the Chief Health Officer has been reviewed once again with the following update for the **Hills District Local government Area (LGA)**.

Please be advised that until further notice any residential aged care facilities located in the Hills District LGA is to remain closed to all visitors. BaptistCare will continue to keep you updated of any changes as advised by NSW Health.

In the meantime, if there are any families that feel they have an exceptional circumstance, please contact the relevant Care Team Manager or the Residential Manager to discuss the available options.

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.

This preventative closure also includes any planned excursions or appointments, which we request you postpone, until we advise further. 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.

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