

Friday, October 8, 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 one 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 have visitors in the home from this date under the arrangements listed below.

Please carefully read through the information in this letter to ensure you understand the visitor guidelines. This information applies to the following homes:

- Caloola
- Niola

Vaccination status

- Only fully vaccinated people, 12 years of age and over, can visit, where the second dose has been completed at least 14 days prior to the 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 entering the home.

Requirements for having visitors.

- Visiting hours will be Monday to Friday, 10:00am – 5:00pm, and weekends from 10:00am – 3:00pm for the first two weeks and will then be reviewed. There will be a maximum of two visitors per day per resident. Visitors cannot leave and return to the home in one day.
- Visits will occur in your loved one's room.
- 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 the 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 you to use during the visit.

Social leave

- Currently, social leave for residents will be permitted to private homes or outdoor areas for small private gatherings in the LGA if your loved one is double vaccinated.

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, we will reschedule your visit for after the lockdown lifts.

Hairdressers

- We are pleased to share that hairdressers 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.

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

If you have any questions about this information, please don't hesitate to contact the Care Team in your home.

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

Kind regards,



Allan Waters
General Manager, Residential Services and Retirement Living