

Friday, 5 November 2021

Dear family members and carers,

I am writing to update you on visiting arrangements for the following homes:

- Shalom
- Dorothy Henderson
- Coinda
- Gracewood
- Warena
- Aminya
- Morven Gardens

Updated Visitor Guidelines

We are pleased to advise that we have created additional visiting slots and can now accommodate more visitors each week. With the removal of the regional/Sydney borders and the NSW/Victoria travel restrictions, we are seeing more people travelling from further away to visit loved ones. We ask that you limit your advance bookings to two visits per week to ensure everybody gets an opportunity to book time with loved ones.

We have extended visiting hours every day, with bookings generally available between 10:00am and 5:00pm using the Acuity online booking system and the links we have provided.

Additionally, you may book a visit on the same day. For example, if on Saturday you access Acuity and see a vacant booking timeslot available for that day, you can book it.

Visits are still limited to one visit of two people per resident per day. Please coordinate with other family members if you expect others may wish to visit. We have removed the two-hour limit on the length of the visit. Visitors aged 12 years and over must have received a second dose of a COVID-19 vaccination at least 14 days before their visit.

There is no change to essential care or end-of-life care visit frequency or conditions

Visitors will continue to be screened at Reception to ensure they meet the criteria for safe entry. If you're unwell, please reschedule for another day. Visitors must be able to show proof of vaccination.

Rapid antigen testing (RAT) may be required at the time of entry. The use of RAT's is based on local case numbers. These change daily, and the need for RAT's may change daily.

Children under 12 years of age

The Public Health Order has been updated to allow children under 12 to visit aged care homes, provided a fully vaccinated adult accompanies them. For this age group specifically, NSW Health strongly recommends rapid antigen testing and mask-wearing. BaptistCare is not offering rapid antigen testing for children under 12 and request that this is completed before attending the home.

We ask that you carefully consider the circumstances before bringing children under 12 years into the aged care home. Vaccinations are not yet available for this group of people, and the risk of transmission of the virus remains. If you decide to bring a child under 12 to visit, please note the following:

- If your child has attended a school or childcare setting that has been subject to closure because of COVID-19, please don't bring them to the home until at least 14 days following the event.
- If your child is unwell, please reschedule the visit.

We are all hopeful that we can discontinue all restrictions on visiting our aged care homes soon. We appreciate your patience and understanding as we strive to keep all residents, our staff, and their families as safe as possible. As always, if you have a concern or request, please talk directly with the staff at your local home.

Regards,



Allan Waters
General Manager – Residential Services and Retirement Living