

Tuesday 10 August 2021

Dear Family Members and Carers,

COVID-19 cases in NSW have unfortunately now spread to the Northern Rivers, placing residents of aged care homes at greater risk of contracting COVID-19.

As a result, the NSW Government has extended the Stay At Home orders into the Northern Rivers region, and they apply until at least 12:01am on Tuesday, 17 August 2021.

Updated visitation guidelines for BaptistCare homes are now in effect. They include:

- All visitors are excluded EXCEPT those providing essential care services and end of life visits.
- Residents are not allowed to leave their homes except in essential circumstances such as medical appointments.
- You can request a visit under exceptional circumstances, such as end of life visits, by speaking to your Residential Manager.

I know it is distressing for you not to be able to visit your loved ones in person. Each home will help keep you in touch with your loved ones through online technology and phone calls. We are hopeful the NSW Government will lift these restrictions soon, and you can return to in-person visits.

I encourage you to pay attention to the Stay At Home orders and exercise caution in leaving your home. Please remember to socially distance, wear a facemask and follow appropriate hygiene measures. Any resident that wishes to wear a surgical facemask during this time will be provided one by BaptistCare.

If you have any questions or concerns about these new restrictions, please don't hesitate to speak to your Residential Manager.

Kind regards,



Allan Waters

General Manager – Residential Services and Retirement Living