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Friday, 15 July 2022

Dear families and carers,

Thank you for your continued support and patience with the current COVID-19 visitation restrictions and guidelines in our homes. We know it has been challenging to maintain visiting with rapid antigen testing and masks/PPE requirements. We are grateful for your patience while we do all we can to keep all our residents, staff and their families safe.

Over the last six months, we have seen an increase in community transmissions all over NSW, which has led to many of our homes regularly entering outbreak and exposure status as defined by NSW Health. In these instances, our number one priority has, and always will be, to support the safety and wellbeing of our residents and staff. We remain committed to working closely with and following the advice of the local Public Health Units.

While we are aware changes to visitation restrictions will occur in NSW on Monday, 18 July, we have been advised that it remains up to aged care providers to apply the necessary precautions based on the risk level in the community.

Due to the rising rate of community transmissions, BaptistCare will continue our current approach around vaccinations and visitor numbers. We understand this decision might disappoint you. It is never our intention to separate you from your loved ones. However, we believe this is the best way to manage the risk of transmission in our homes and to keep our residents and staff safe.

We will keep you informed of any changes to visitation restrictions through our regularly updated web pages and SMS alerts.

Again, we appreciate your ongoing patience and are grateful for your support of our staff, who have worked tirelessly to ensure the safety of the residents.

We hope you keep safe and well.

Sincerely,

Allan Waters

General Manager, Residential Services and Retirement Living