

Tuesday 21 December 2021

Dear Warabrook Residents, Families and Staff,

I am writing to provide you with an update on the situation at Warabrook Centre. Further results from testing have come in overnight, and we are saddened to report that eight residents and six staff members have tested positive to COVID-19.

Family members whose loved ones have tested positive have been contacted today. If you haven't heard from the Warabrook team directly, then your loved one has not tested positive at the time of writing.

All eight residents are fully vaccinated and live across three units of the home. Six of the residents are asymptomatic, and two residents have developed mild symptoms. We know it is distressing to learn that COVID-19 has spread to the residents at Warabrook, especially as we have worked so hard over the last week to prevent this.

Please know we are continuing to do everything possible to prevent further transmission of the virus within the home.

We have a multidisciplinary group managing this response alongside us, including BaptistCare's residential leadership team, NSW Health, Hunter New England Health, and the Commonwealth Department of Health.

With these health authorities, we are implementing the following measures:

- All residents are being cared for in their rooms and are not moving around the home.
- A specialised COVID-care team have been established and will provide care exclusively to COVID-positive residents. All other staff movements continue to be restricted across the home.
- Staff are wearing full PPE, including gown, face mask, face shield and/or goggles.
- Staff are following strict protocols for the donning and doffing of all PPE, hand hygiene and social distancing.
- A thorough cleaning schedule is being implemented, which includes additional high touchpoint cleaning.
- Staff continue to receive RAT testing at the beginning of each shift and random temperature checks throughout all shifts.
- All residents will receive a PCR test every three days until further notice. Tests were taken today and will be repeated this week on Christmas Eve and 27 December.

- Residents will be closely monitored and receive two temperature checks a day.
- An infectious diseases specialist has been appointed and will be onsite to review our processes over the coming days.

The home will remain closed to all non-essential visitors, and health authorities have advised us that it will not reopen until it has been two weeks since we have had our last positive COVID result.

We are in the process now of working to establish communication between families and residents who need assistance. We will provide details on this as soon as possible.

We are committed to keeping you updated as a matter of priority and will send communication as the situation changes or when we have new information to share.

We are providing updates to primary contacts. We ask that you share this information and further updates with relevant family members to prevent increased call volumes while we are focused on managing our response in the home.

We would also like to reassure you that we will call you if there are any changes to the health or wellbeing of your loved one.

If you have any urgent questions about the situation at Warabrook please contact us on 1300 275 227.

Thank you,



Allan Waters
General Manager, Residential Services and Retirement Living