BaptistCare
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Thursday 6 January, 2022

Dear Residents, Family members, and Staff,

Yesterday evening we were advised that three staff members at BaptistCare Orana Centre had reported positive to COVID-19. As further investigations continue the home is now closed to visitors, excluding essential care and end of life visitations.

Currently, we can advise that:

- There are 3 staff members who have tested positive for COVID-19 - all staff are fully vaccinated.
- No resident is exhibiting symptoms.
- All residents will receive a Rapid Antigen Test (RAT) today.
- Resident temperatures are taken twice daily.
- We continue to complete rapid antigen tests for all staff before they start their shift, in addition to the entry screening and automated body temperature readings.
- Staff are wearing full Personal Protective Equipment (PPE).
- Residents have been asked to limit their movements and may be asked to remain in their rooms.

We are working closely with NSW Health and local area health to gather more information and determine the risk to the residents and staff.

It is regrettable this is happening at this time of year when residents and families look forward to celebrating the holidays together.

**As a result of these events, Orana Centre will remain closed to non-essential visitors while we await further advice from health authorities.**

All BaptistCare homes provide for essential care and end of life visitation.

To ensure the wellbeing and safety of your loved one, we will continue to monitor all residents and staff while we wait for further advice from NSW Health. Staff can attend work as usual unless they display symptoms.

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To ensure you remain up to date, we have created a web page to enable you and your family to access updates about the situation in the home. This page will provide you with real-time updates regarding the situation at Orana Centre.

You can access updates about your home using the link below:

https://baptistcare.org.au/communications-for-orana-centre

Please visit the webpage regularly to get updates for your home. Any time you visit this page, it will have the most up-to-date information available to us.

I want to remind you that any time your loved one's health or wellbeing changes, or if we need to speak with you, the home will contact you directly.

We are continuing to work towards putting alternatives in place for phone and video contact with loved ones. We will update you as soon as you can contact your loved one online.

I know this is a very difficult time for you, your families, and your loved ones. Please know our staff are doing the best they can in challenging circumstances. We are working closely with all health authorities to respond to the situation at Orana Centre while navigating NSW and Federal requirements.

We are also doing our best to answer your calls and questions to the home. Please understand we are prioritising care for all residents. We are working on ways to improve communications and ask for your patience.

I believe we will get through this period by working together. I again ask for your support and trust, as we do our utmost to bring everyone out of this safely and enable you to visit again soon.

Sincerely,

Allan Waters
General Manager, Residential Services and Retirement Living