

Monday, 29 April 2024

Dear family members, staff, and residents,

As COVID becomes a normalised part of society, the Residential Services team have decided to change some of the processes connected to outbreaks in the home. These changes will start from **Wednesday, 1 May 2024**.

Surveillance RATs

You no longer need to do a surveillance RAT before you visit the home. RAT's will only be given to residents, staff and visitors if they are symptomatic.

Even though we are stopping the surveillance RATs, it is important you do not visit the home if you have any cold or flu-like symptoms or if you have been in contact with someone who is experiencing any viral symptoms. This helps keep the residents and staff safe.

A surveillance RAT still may be required when the home has a COVID-19 outbreak.

BaptistCare website

We will no longer update the website with the outbreak status of each home. The website updates were introduced during COVID. However, we now manage COVID the same way as other viral outbreaks in the home, so the website has become unnecessary.

Communication from the homes

Homes will continue to communicate important information about outbreaks with friends and family members via text message.

Occasionally you will still receive text messages from the Residential Services team with a link to a letter such as this one. This will only be to communicate important changes or information.

The Residential Manager and Care Team continue to be the best source of information regarding the health and wellbeing of your loved one. We encourage you to reach out to them if you have any questions or concerns about your loved one or the outbreak status of the home.

Mask wearing

In most circumstances, you aren't required to wear a mask when visiting the home. Should a viral outbreak occur, the home will direct you to wear the appropriate PPE which may involve wearing a mask if you're visiting the home during the outbreak.



BaptistCare

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Rapid Global sign-in

Please remember to sign in and out via the Rapid Global terminal when you arrive at and leave the home. This helps us know who is in the home and visiting the residents.

Please don't hesitate to contact the Residential Manager of your home if you have any questions about this change or the care of your loved one.

Sincerely,

Allan Waters

General Manager, Residential Services and Retirement Living