

27 March 2020

Dear Resident or Family Member,

RE: Important COVID-19 (Coronavirus) Update for Residents and Family Members

This letter provides you with an update to my previous letter dated 17 March 2020. This letter will also be shared with your nominated partner, carer, guardian or nominated significant other.

The COVID-19 (Coronavirus) situation in Australia is rapidly changing. In order to effectively manage the risk of infection and protect the health of residents, their family members and staff, **Calvary will be stopping all general visitation in our residential aged care homes from 12.00 (midnight) 27 March 2020.**

Calvary does not take this decision lightly. With the Department of Health and state and territory authorities reporting growing instances of community transmission of COVID-19, we must introduce this measure to ensure the safest possible environment for the vulnerable people in our care.

What does this mean for residents and families?

- **Calvary will be stopping all general visitation from 12.00pm (midnight) 27 March 2020.** This means from midnight tonight no general visitation will be permitted in a Calvary residential aged care facility.
- **Your single nominated person may still visit you until the above closure time.** Your one nominated person for visiting may visit for up to two hours and is encouraged to call the facility before their arrival.
- **Calvary is developing ways to help residents to stay connected with family.** We are aware that this decision may be unsettling for residents and families and are working to minimise social isolation.
- **For residents who are at end of life, there may be exceptions to visitation restrictions.** If you or a loved one are receiving palliative care or are at end of life, please contact the manager of your home to discuss whether an exceptional visitation can be arranged.

To protect the residents and staff from COVID-19 infection, we have had to act quickly. The cooperation of residents and family members in helping our staff manage the risk of infection to the people in our care has been excellent. I will continue to keep you updated as the COVID-19 situation evolves.

For the latest Department of Health COVID-19 information, visit: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Please don't hesitate to contact the manager of your home should you have any questions or would like more information. Thank you for your continued cooperation and understanding in this difficult time.

Sincerely,



Martin Bowles
National CEO