



23 April 2020

Dear Resident or Family Member,

## RE: Update on Visitation Restrictions in Residential Aged Care Facilities

The Coronavirus (COVID-19) situation in Australia continues to evolve. Fortunately, and directly aided by the valued cooperation of you, our residents and family members, during a period of significant uncertainty, we are beginning to see the first signs of the COVID-19 crisis easing.

On Tuesday, the Prime Minister announced that, given the stabilising COVID-19 situation, residential aged care facilities should be reassessing current restrictions on visitation.

On 27 March 2020, in response to the latest Commonwealth Department of Health advice, restrictions on general visitation were introduced by Calvary, at speed, in the interest of minimising the risk of a potential COVID-19 outbreak in one of our facilities at a time of heightened risk.

This decision was not taken lightly. These restrictions were decided at a time when the States and Territories were reporting growing instances of community transmission, and introduced to ensure the safest possible environment for the vulnerable people in our care.

We would like to thank you and your loved ones for your understanding. 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. Furthermore, we are thankful that, directly influenced by your cooperation, there remains no positive COVID-19 case in a Calvary Residential Aged Care Facility.

## Update on Visitation Restrictions in Residential Aged Care

Consistent with the Prime Minister's advice, Calvary is introducing an incremental lifting of restrictions on general visitation in our Residential Aged Care Facilities.

This lifting of restrictions will be conducted on a facility-by-facility basis, dependant on the status of community transmission rates in the relevant location. Some facilities are located in areas where there is a lower risk of community transmission of COVID-19, while in other locations, the risk of infection remains a significant concern.

Due to significant risk of community transmission of COVID-19 in the Ryde Local Government Area, the current restrictions on visitation at Calvary Ryde Retirement Community will remain in place. These restrictions are a temporary measure to ensure the safety of residents, their loved ones, and staff.

Our intention is to lift restrictions on visitation as soon as it is safe to do so. Restrictions will be reviewed again in 14 days.

- **Current restrictions on general visitation remain in place.** This means no general visitation (inclusive of your nominated person for visitation) will be permitted at Calvary Ryde Retirement Community. This measure will be reviewed again in 14 days, and will be subject to change, pending the COVID-19 situation in the Ryde Local Government Area.



- **Exceptional circumstances for visitation.** Special exceptions for visitation will be considered in cases where a resident is at end of life or is experiencing distress. Please speak to the manager of your home for more information.
- **Doctor consultations and medical services will continue.** Calvary is maintaining visitation of medical officers and services to ensure the highest possible quality of care for residents.
- **Calvary has adopted WebEx Video Call technology to help residents to stay connected with family and friends.** We are aware that restrictions on visitation has been 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.
- **Screening and temperature checks.** Introduced last month, screening questions and temperature checks for all visitors and staff will continue. These protective measures will continue after restrictions on visitation are lifted.
- **Influenza vaccination will be required.** As required by the Commonwealth Department of Health from 1 May 2020, any visitor must have had this year's seasonal Influenza vaccine. You will be asked to provide proof of vaccination before entering.

While the rate of COVID-19 community transmission in Australia is stabilising, the situation continues to evolve. Calvary is continually monitoring the situation and will be carefully reassessing restrictions on visitation every 14 days.

We understand the need for social engagement, particularly in these uncertain times of COVID-19 pandemic. In addition to our WebEx video call services to help connect residents and their loved ones, we continue to develop new and creative ways to engage residents in a variety of small group and individual activities in the interest of protecting the health and wellbeing of the people in our care.

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. We will continue to keep you updated as the COVID-19 situation evolves, and we change the current restrictions on visitation.

For up-to-date information for all residents and family members, please visit Calvary's COVID-19 updates site regularly at: [www.calvarycoronavirusupdates.org.au](http://www.calvarycoronavirusupdates.org.au)

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

**Luke Sams**  
Director of Operations - Aged Care