



4 May 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 improve. Fortunately, and directly aided by the valued cooperation of you, our residents and family members, during a period of significant uncertainty, there remains no positive COVID-19 case in a Calvary Residential Aged Care Facility.

On 23 April 2020, we advised you that, 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.

## Update on Visitation Restrictions in Residential Aged Care

**From tomorrow, 5 May 2020, we will introduced eased visitation restrictions at Calvary Cessnock Retirement Community.** This easing of restrictions is because there is currently a reduced risk of community transmission in the Cessnock Local Government Area. Restrictions on visitation will be reviewed on a 14 day basis.

Pending any change to the COVID-19 situation, Calvary may need to reintroduce restrictions, at speed, to protect the safety of residents, family members, and staff.

- **One visitor will be permitted to visit.** Calvary will be permitting visitation for a resident's single nominated person for no longer than two (2) hours per day.
- **Visiting will be limited to between the hours of 2pm and 6pm daily.** We encourage visitors to please call the facility before their arrival. There may be special exceptions for residents at end of life, or where there is an instance of resident distress.
- **Visitors younger than 16 years are not permitted to visit.** Consistent with the requirements of all States and Territories, this restriction will remain in place. There may be special exceptions for residents at end of life.
- **Screening and temperature checks.** Introduced last month, screening questions and temperature checks for all visitors and staff will continue. If a visitor is found to have an elevated temperature of 37.5 degrees celsius or greater, entry will not be permitted
- **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.



- **Visiting will be limited to the resident's room.** This restriction applies to external visitors only, and is in place to further reduce the risk of COVID-19 infection to other residents, family members, and staff. Social distancing of 1.5 metres separation will still be required.

While the rate of COVID-19 community transmission in Australia is easing, the situation continues to evolve. For this reason, resident excursions, other than for medical treatment, are currently not permitted.

Screening and temperature checks, in addition to Influenza vaccination requirements and a limit of one visitor per day will operate alongside our strict infection prevention and control protocols, exercised daily, as a matter of course, by Calvary staff.

Calvary is continually monitoring the situation and will be reviewing 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.

Our primary responsibility remains the protection of residents and staff. 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.

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