

15 May 2020

Dear Resident or Family Member,

## **RE: Update on Visitation Restrictions for Calvary Ryde Retirement Community**

On 5 May 2020, we advised you that due to significant risk of community transmission of COVID-19 in the Ryde Local Government Area, restrictions on visitation at Calvary Ryde Retirement Community would remain in place.

Fortunately, and directly aided by the valued cooperation of you, our residents and family members, there remains no positive COVID-19 case at Calvary Ryde Retirement Community, or any Calvary Residential Aged Care Facility. Thank you to residents and their families for following the rules and keeping our residents and staff safe from COVID-19 infection.

The COVID-19 situation in Australia continues to improve. Yesterday, we again reviewed the restrictions on visitation currently in place at Calvary Ryde Retirement Community. Due to the stabilising COVID-19 situation in North West Sydney, as well as reduced risk of community transmission in the Ryde Local Government Area, we have taken the decision to progressively ease restrictions on visitation from next week.

### **Eased Visitation Restrictions from 18 May 2020**

**Calvary Ryde Retirement Community will introduce eased restrictions on visitation from 18 May 2020.** This easing of restrictions is because there is currently a reduced risk of community transmission in the Ryde Local Government Area. Pending any change to the COVID-19 situation in North West Sydney, Calvary may need to reintroduce restrictions, at speed, to protect the safety of residents, family members, and staff.

Our intention remains to lift remaining restrictions on visitation at Calvary Ryde Retirement Community as soon as it is safe to do so. Restrictions will be reviewed again within the next 14 days.

#### **From Monday, 18 May 2020, the following eased restrictions on visitation will apply:**

- **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 greater than 37.5 degrees celsius, 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.
- **Hand hygiene is important.** Remember to please use the hand sanitiser stations at the entrance and throughout the facility regularly.

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. We are continually monitoring the situation and will be reviewing restrictions on visitation on a minimum 14-day basis.

### WebEx Video Call Service

On 24 April, we launched our WebEx video call service for residents and their families. With this new service, families have been able to call the facility and ask to schedule a video call with their loved ones.

While many of you have been connecting through a variety of ways, our WebEx service offers another way for families and residents to stay connected more often. We encourage you to read [our Guide for WebEx Video Calls](#) and contact your home to make a video call appointment with your loved one.

We understand that restrictions on visitation have been difficult. For some, it has been particularly difficult during recent ANZAC Day commemorations and Mother's Day celebrations. We continue to find creative ways to engage residents in a variety of small group and individual activities to alleviate the impact of social isolation and support 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