



15 May 2020

Dear Resident or Family Member,

## RE: Update on Visitation Restrictions

On 23 April 2020, we advised you that due to reduced risk of community transmission of COVID-19 in the ACT, restrictions on visitation at Calvary Haydon Retirement Community would be progressively eased.

Fortunately, and directly aided by the valued cooperation of you, our residents and family members, there remains no positive COVID-19 case at Calvary Haydon 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 Haydon Retirement Community. Due to the stabilising COVID-19 situation and reduced risk of community transmission in the ACT, we have taken the decision to further ease restrictions on visitation from next week.

## Eased Visitation Restrictions from 18 May 2020

**Calvary Haydon Retirement Community will ease restrictions on visitation from 18 May 2020.** This easing of restrictions is because there is currently a reduced risk of community transmission in Canberra. Pending any change to the COVID-19 situation, Calvary may need to reintroduce restrictions, with limited notice, to protect the safety of residents, family members, and staff.

Our intention remains to lift remaining restrictions on visitation at Calvary Haydon 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:

- **Any single visitor will be permitted to visit.** Calvary will be permitting visitation of any one (1) person per resident for no longer than two (2) hours per day. We no longer require this visitor to be the nominated person for visitation.
- **Special exceptions to visitation rules.** Exceptions may apply for visitors of residents at end of life, or who may be experiencing distress, or where a care and support role is provided by a visitor. Please speak with the manager of your home to discuss arrangements.

### All other restrictions, announced 23 April 2020, will remain in place:

- **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**

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