



16 July 2020

Dear Resident or Family Member,

## RE: Update on Visitation Restrictions – Calvary Ryde Retirement Community

The Coronavirus (COVID-19) situation in Australia continues to evolve. With recent outbreaks in Victoria and a concerning number of new cases reported in NSW, particularly South Western Sydney, community transmission of the virus remains a risk.

Consistent with the latest NSW Health advice, Calvary has introduced new restrictions on visitation at **Calvary Ryde Retirement Community**. These restrictions are designed to reduce the risk of infection to the vulnerable people in our care, their friends, family, and our staff at this time of heightened risk.

**From Friday, 17 July 2020, the following revised restrictions on visitation will apply:**

- **One (1) visitor will be permitted to visit between 11am and 6pm daily.** Calvary will be permitting visitation of a maximum of one (1) visitor per resident per day.
- **Masks must be worn at all times.** Consistent with NSW Health advice, all visitors and staff are required to wear a face mask while at this facility. Visitors will be provided with an appropriate mask on arrival.
- **Visitors from Victoria will not be permitted entry.** Due to increased risk, and consistent with the latest NSW Health advice, visitors who have travelled to or from any location in Victoria in the past 14 days are currently not permitted to visit the facility.
- **Visitors from NSW COVID-19 hotspots will not be permitted entry.** Due to increased risk, and consistent with the latest NSW Health advice, visitors who have travelled to or from any NSW COVID-19 hotspot in the past 14 days are currently not permitted to visit the facility.

**PLEASE NOTE:** Current hotspots (at 09.30 hrs. 16 July 2020) are the Local Government Areas of Liverpool, Campbelltown, Camden, Wingecarribee and Wollondilly.

Given the rapidly changing situation in NSW, COVID-19 hotspots are updated frequently by NSW Health. For the latest information on COVID-19 hotspots, please visit: [www.health.nsw.gov.au/](http://www.health.nsw.gov.au/)

**All other visitor restrictions on visitation remain in place:**

- **Influenza vaccination is required.** As required by the [Commonwealth Department of Health](http://www.health.gov.au/) from 1 May 2020, any visitor (including children) must have had this year's seasonal Influenza vaccine. You will be asked to provide your proof of vaccination before entry is permitted.
- **Visiting will be limited to the resident's room.** Social/physical distancing of a single person per 4 square metres as well as 1.5 metres separation at all times will still be required within the resident's room.
- **Screening and temperature checks.** Introduced in April, 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.
- **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.



- **Hand hygiene is important.** Remember to please use the hand sanitiser stations at the entrance and throughout the facility regularly.

We remind residents and families that resident outings for any purpose other than for medical treatment will continue to not be permitted.

Our primary responsibility remains the protection of residents and staff. As the situation in NSW evolves, Calvary may have to introduce new restrictions on visitation, with limited notice, to limit the risk of COVID-19 infection to the people in our care.

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)

We will continue to monitor advice of NSW Health and ease restrictions on visitation as it is safe to do so.

Please don't hesitate to contact the manager of your home should you have any questions or would like more information. We would like to thank residents, their friends and families for their cooperation in this evolving and challenging time.

Sincerely,

**Martin Bowles**  
National CEO

**Bryan McLoughlin**  
Regional CEO - NSW