

23 July 2020

Dear Resident or Family Member,

RE: Update on Visitation Restrictions – Calvary Ryde Retirement Community

The Coronavirus (COVID-19) situation in Australia is changing rapidly. With the number of positive cases growing due to recent outbreaks in NSW, particularly in South Western Sydney, community transmission of the virus remains a significant and concerning risk.

In order to effectively manage the growing risk of infection in Sydney and protect the health of residents, their family members and our staff, **Calvary will be stopping all general visitation at Calvary Ryde Retirement Community for a period of 14 days from 6.00pm Friday, 24 July 2020.**

What does this mean for residents and families?

- **Calvary will be stopping all general visitation from 6.00pm Friday, 24 July 2020.** Due to the heightened risk of infection in Sydney, from 6.00pm tomorrow, no general visitation will be permitted at Calvary Ryde Retirement Community for the next 14 days.
- **Any single visitor may still visit until the above closure time.** One (1) visitor per resident per day may visit between 11am and 6pm and is encouraged to call the facility before their arrival.
- **Calvary WebEx video call service is in place for residents to stay connected with family.** We are aware that this decision may be unsettling for residents and families. We encourage families to contact the facility and book a time for [WebEx video calls](#) to minimise the effects of social isolation.
- **Special exceptions to visitation rules.** Visitation exceptions may apply for residents at end of life, or who may be experiencing distress, or where a special care and support role is provided. Please speak with the manager of your home to discuss arrangements.

Our first priority is the protection of residents and staff. The temporary closing to general visitation is designed to reduce the risk of infection to the vulnerable people in our care at this time of heightened risk. We will continue to monitor NSW Health advice, and reopen visitation at Calvary Ryde Retirement Community after 14 days, or when it is otherwise determined safe to do so.

Please don't hesitate to contact the manager of your home should you have any questions or would like to discuss the individual care needs of your loved one. 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

We would like to thank residents, their friends and families for their cooperation in this quickly evolving, uncertain and challenging time. By following the rules, you are helping us to keep everyone safe at this difficult time of heightened risk.

Sincerely,



Martin Bowles
National CEO



Bryan McLoughlin
Regional CEO - NSW