



24 July 2020

Dear Resident or Family Member,

RE: Update on Visitation Restrictions – Calvary Tanilba Shores Retirement Community

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

In order to effectively manage the growing risk of infection in the Hunter Region and protect the health of residents, their family members and our staff, **Calvary will be temporarily stopping all general visitation at Calvary Tanilba Shores Retirement Community from 6.00pm Saturday, 25 July 2020. This restriction will be reviewed again after 7 days.**

What does this mean for residents and families?

- **Calvary will be stopping all general visitation from 6.00pm Saturday, 25 July 2020.** Due to the heightened risk of infection in Sydney and the Hunter, from 6.00pm tomorrow, no general visitation will be permitted at Calvary Tanilba Shores Retirement Community. We will review this restriction in 7 days.
- **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.
- **Any single visitor may still visit until the above closure time.** One (1) visitor per resident may visit at any one time 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.

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 review visitation restrictions at Calvary Tanilba Shores Retirement Community after 7 days. Visitation will be reintroduced as soon 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 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