



17 November 2020

Dear Resident or Family Member,

RE: Updated Visitor Restrictions - Calvary Muswellbrook Retirement Community

As you will be aware, South Australia is currently dealing with a series of new COVID-19 cases within the community after a six-month period of zero reported community transmissions.

In response, the NSW Government has issued new advice for all Residential Aged Care Facilities. **Consistent with NSW Health advice, Calvary Muswellbrook Retirement Community will not permit entry of any visitor or staff member who has returned to NSW from South Australia on or after 7 November 2020.**

Persons who have returned from South Australia on or after 7 November 2020 are advised to seek COVID-19 testing, monitor for symptoms and self-isolate for 14 days.

NSW Health has also updated its list of NSW COVID-19 hotspots. Due to the continued risk of transmission, visitors who have been in the following LGAs in the past 14 days will not be permitted entry at this time: **Liverpool LGA** and **Wingecarribee LGA**.

In addition to the above, any visitor who has been in Victoria or a [New Zealand location of interest](#) in the past 14 days will not be permitted entry. Current COVID-19 hotspots are listed on [the NSW Government website](#).

All other restrictions, last advised on 10 November 2020, remain in place:

- **Any two (2) visitors will be permitted to visit between 11am and 6pm each day.**
- **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.
- **Screening and temperature checks.** Screening questions and temperature checks for all visitors and staff will continue. If a visitor is found to have an elevated temperature of 37.5 degrees Celsius or greater, entry will not be 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.

We will continue to monitor the advice of NSW Health and will keep you informed of any developments.

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

Thank you for your continued understanding and cooperation. By following the rules, you are helping us to keep everyone safe.

Sincerely,

Martin Bowles
National CEO

Bryan McLoughlin
Regional CEO - NSW