



19 November 2020

Dear Resident or Family Member,

**RE: Update on Visitation Restrictions - Calvary Flora McDonald Retirement Community**

The COVID-19 situation in South Australia continues to evolve.

As you will know, Premier Steven Marshall yesterday announced a series of new emergency restrictions on the movement of people and the operation of businesses, **effective 12:01am Thursday 19 November 2020.**

**Consistent with the SA Government's Emergency Directive, the following restrictions are currently in place at Calvary Flora McDonald Retirement Community:**

- **The temporary suspension of general visitation remains in place for Calvary Flora McDonald and Calvary St Catherine's Retirement Communities until further notice.** Special exceptions may apply for residents who are receiving palliative care and/or who are at end of life. Please discuss arrangements with the manager of your home.
- **Resident outings have been suspended with exceptions for necessary medical care.** Residents are only permitted to attend necessary medical/dental/diagnostics where the care cannot be delivered on site or virtually via tele health.
- **Staff are required to wear a facemask at all times.** In addition to staff, any visiting GP or a visitor who is permitted entry as a special exception will be required to wear a facemask at all times while on site.
- **Any person entering the facility will be required to first be screened and have their temperature checked by staff.** Fever is one of the symptoms of COVID-19 and any person with a temperature (greater than 37.5 degrees Celsius) presents a potential risk of transmitting the virus to others.
- **Calvary's WebEx video call service is in place for residents to stay connected with family.** We encourage families to contact the facility and book a time for [WebEx video calls](#) to minimise the effects of social isolation.

We understand how difficult restrictions can be for residents and their families. Let us assure you that the safety of our residents, their loved ones and our staff are our primary focus at this time.

We will continue to monitor the situation and SA Health advice and will ease restrictions as soon as it is safe to do so. 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 to discuss the individual care needs of your loved one.

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

Sincerely,

**Martin Bowles**  
National CEO

**Sharon Kendall**  
Regional CEO - SA