

24 November 2020

Dear Resident or Family Member,

RE: Updated Visitor Restrictions - Calvary Ryde Retirement Community

The COVID-19 situation in Australia is improving. NSW Health has issued updated advice, advising an easing of restrictions given the stable situation in NSW and Victoria and the stabilising situation in South Australia.

Consistent with NSW Health advice, Calvary will permit entry of visitors who have returned to NSW from Victoria or South Australia. Visitors who have been in South Australia in the past 14 days are advised to first contact the facility to undertake special screening before their visit.

NSW Health has downgraded **Liverpool LGA** and **Wingecarribee LGA** from COVID-19 hotspots to areas of increased testing. **Any staff or visitor from these Local Government Areas (LGAs) will be required to wear a facemask while on site.** Areas of increased testing are listed on [the NSW Government website](#).

In addition to the above, any visitor who has been in a [New Zealand location of interest](#) in the past 14 days will not be permitted entry.

Effective Wednesday, 25 November 2020, the following eased restrictions will apply:

- **Any two (2) visitors per resident will be permitted to visit between 11am and 6pm.** There is no longer a two (2) hour limit on the duration of your visit.
- **Staff and visitors will no longer be required to wear facemasks.** Consistent with NSW Health advice, staff and visitors from areas of increased testing (as above) will still need to wear a mask while on site.

All other restrictions, last advised on 17 November 2020, remain in place:

- **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