



18 December 2020

Dear Resident or Family Member,

RE: Updated Visitor Restrictions - Calvary Ryde Retirement Community

Since our previous communication earlier today, the COVID-19 situation in NSW has developed further. NSW Health has identified Ryde, the North Shore and the Hills District as areas of heightened risk.

Accordingly, and consistent with this latest NSW Health advice, Calvary Ryde Retirement Community will be closed to visitors until further notice. We will review this restriction, in line with any changes to NSW Health directives.

While we understand the disappointment this will cause residents and their families, particularly before the Christmas and summer holiday period, we have had to act quickly to ensure the safety of the vulnerable people in our care.

What does this mean for residents and families?

Effective immediately, and until further notice, the following new restrictions will apply at Calvary Ryde Retirement Community:

- **Visitors are currently not permitted entry.** Due to the heightened risk of infection in Ryde and surrounding Local Government Areas (LGAs), general visitation has been suspended until further notice.
- **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.
- **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, particularly during the Christmas and summer holiday period. We encourage families to contact the facility and book a time for [WebEx video calls](#) to minimise the effects of social isolation.
- **Our staff will be wearing face masks.** Consistent with the latest NSW Health advice, our staff and any visiting GP will be required to wear a surgical face mask at all times. Any visitor who is permitted entry as a special exception will be required to wear a face mask at all times.

The situation in Sydney will continue to evolve over the coming days and weeks. For the latest information on identified NSW Health COVID-19 case locations, please [visit the NSW Government website](#).

We will continue to monitor NSW Health advice, keep you informed of any changes, and ease restrictions 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

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

Sincerely,

Martin Bowles
National CEO

Bryan McLoughlin
Regional CEO - NSW