

23 December 2020

Dear Resident or Family Member,

### **RE: Updated Visitor Restrictions - Calvary Ryde Retirement Community**

As you will be aware, the COVID-19 situation in Sydney continues to evolve. Today, the NSW Premier Gladys Berejiklian and Chief Health Officer Dr Kerry Chant signalled an easing of visitor restrictions for residential aged care facilities outside of the Northern Beaches Local Government Area.

**Consistent with the latest NSW Health advice today, Calvary will ease restrictions on visitation commencing tomorrow, 24 December 2020.**

While Calvary is pleased to be able to welcome visitors back to our homes, we must remain particularly cautious. Accordingly, and consistent with Dr Chant's message to the community, we request that only necessary visits to our aged care homes are undertaken during this period of heightened risk.

**Your safety is our first priority. The restrictions we have in place are for the protection of residents, their loved ones, our staff and the broader community.**

### **What does this mean for residents and families?**

**From tomorrow, 24 December 2020, the following eased restrictions will apply at Calvary Ryde Retirement Community until 11.59pm, Wednesday 30 December 2020:**

- **Any two (2) visitors per resident will be permitted entry between 11am-6pm each day.**
- **Visitors from NSW COVID-19 Identified Areas will not be permitted entry at this time.** Visitors who have been in Northern Beaches LGA or any [identified NSW COVID-19 case locations](#) on or after 11 December 2020 will not be permitted to visit.
- **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.
- **Visits must be strictly limited to the resident's room.** Social/physical distancing of a single person per 4 square metres and 1.5 metres separation must be observed at all times.
- **Visitors and staff are required to wear a facemask.** Visitors and staff must wear a mask at all times. Where a visitor does not provide their own mask, or the mask does not meet requirements, Calvary will provide a mask upon entry.
- **Resident outings are not permitted until further notice.** Excursions for necessary medical treatment will continue to be permitted as usual.
- **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.
- **Hand hygiene is important.** Remember to please use the hand sanitiser stations at the entrance and throughout the facility regularly.

The situation in Sydney will continue to evolve over the coming days and weeks. We anticipate further changes to restrictions from midnight Wednesday 30 December 2020.

We understand the disappointment this news will bring some residents and their families, particularly in the lead up to Christmas and the summer holiday period. If you are unable to visit at this time, we encourage you to contact the facility to arrange a [WebEx video call](#) with your loved one.

We will continue to monitor NSW Health advice and keep you informed of any developments. For the latest information on identified NSW Health COVID-19 case locations, please [visit the NSW Government website](#).

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](http://www.calvarycoronavirusupdates.org.au)

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

Sincerely,



**Martin Bowles**  
National CEO



**Bryan McLoughlin**  
Regional CEO - NSW