

30 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 Chief Health Officer Dr Kerry Chant advised a review of visitor restrictions for residential aged care facilities across the Greater Sydney Area. .

Consistent with the latest NSW Health advice today, Calvary will introduce restrictions on visitation commencing tomorrow, 31 December 2020.

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, 31 December 2020, the following restrictions will apply at Calvary Ryde Retirement Community until 11.59pm, Wednesday 6 January 2021:

- **Visitors are currently not permitted entry.** Due to the heightened risk of infection in Greater Sydney, general visitation will not be permitted. We will review this restriction again in 7 days.
- **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.
- **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 6 January 2021.

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

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