



9 January 2021

Dear Resident or Family Member,

RE: Updated Visitor Restrictions – Calvary SA Retirement Communities

As you will be aware, the COVID-19 situation in Sydney and Brisbane continues to evolve. Yesterday, SA Health advised a further revision of the visitor restrictions.

Consistent with the latest SA Health advice issued today, Calvary will align our restrictions on visitation. The next review of these restrictions will be undertaken in line with SA Health advice or directions.

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?

The following restrictions will apply immediately, 9 January 2021 at Calvary SA Retirement Communities until further advice or directions are received:

- **Visitors who have been in the following Queensland Local Government Areas since 2 January 2021: City of Brisbane, Logan City, City of Ipswich, Moreton Bay Region, Redland City, Lockyer Valley Region, Scenic Rim Region or Somerset Region are currently not permitted entry.**
- **Anyone entering South Australia from New South Wales is prohibited** from entering a Residential Aged Care Facility in South Australia within 14 days of arrival.
- **Special Exceptions to visitation rules:**
 - Relatives who travel from NSW to provide end of life support to a resident are permitted to visit a residential aged care facility (RACF) within 14 days of entering SA, however, they must wear appropriate PPE while on the premises of the RACF and self-quarantine at all other times. Please speak with the manager of your home to discuss arrangements.
 - Cross border community members who are permitted to enter South Australia and travel within the cross border corridor under the Cross Border Direction are also permitted to enter residential aged care facilities located within the corridor.
- **Influenza vaccination is required.** As required by the Commonwealth Department of Health from 1 May 2020, any visitor must have had this year's seasonal Influenza vaccine. You will be asked to provide proof of vaccination before entering.
- **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.
- **A maximum of two (2) visitors per resident** is allowed for a single visit between the hours of 11am-6pm each day.

- **Visiting is 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 during a visit.
- **Resident outings to attend small family group gatherings** are permitted, subject to approval of a request to the Facility Manager. Each outing request will need to first be discussed with the Facility Manager. The request will then be reviewed and a decision made based on risk to the individual resident in light of current rates of community transmission in the area. Excursions for medical treatment will continue to be permitted as usual.

The situation in will continue to evolve over the coming days and weeks.

We understand the disappointment this news will bring some residents and their families, particularly in 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 SA Health advice and keep you informed of any developments. For the latest information on identified QLD and NSW Health COVID-19 case locations, please [visit the SA 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



Sharon Kendall
Regional CEO – South Australia