



1 February 2021

Dear Resident or Family Member,

RE: Updated Visitor Restrictions - Calvary Haydon Retirement Community

As you will be aware, the COVID-19 situation in Australia continues to evolve. With a new case identified in Western Australia, ACT Health has advised new restrictions on visitation.

What does this mean for residents and families?

Consistent with the latest ACT Health advice, the following restrictions are effective immediately at Calvary Haydon Retirement Community until further notice:

- **Visitors who have been in any NSW or WA geographical areas of COVID-19 risk in the previous 14 days are currently not permitted entry.** ACT Health's list of geographical areas of COVID-19 risk is subject to change. Please [visit the ACT Health Website](#) for the latest information.

All other current restrictions on visitation will remain in place:

- **Up to any two (2) visitors per resident will be permitted entry at any one time between 11am-6pm each day. Visitors are limited to two (2) visitors per day per resident.**
- **Visitors who live with a person who is self-isolating or are a close contact of a person with confirmed COVID-19 or are within their self-isolation period will not be permitted entry.**
- **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.
- **Resident outings will be permitted, subject to Facility Manager approval.** Each outing request will need to first be discussed with and approved by the Facility Manager.
- **Resident outings should be limited to a family residence.** We strongly advise to limit resident outings to the family home and outdoors where possible, avoiding public locations of higher risk. Please continue to observe social/physical distancing and we advise families to utilise face masks during the outing.
- **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.

We know that further restrictions will cause some anxiety for some residents and their families. 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 ACT Health advice and keep you informed of any developments. For the latest information on COVID-19 case locations, please visit the [ACT 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 at this challenging time. By following the rules, you are helping us to keep everyone safe.

Sincerely,



Martin Bowles
National CEO



Barb Reid
Regional CEO - ACT