

2 February 2021

Dear Resident or Family Member,

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

While the COVID-19 situation in Sydney continues to stabilise, Western Australia has identified a case of COVID-19 in the community.

**Yesterday, NSW Health advised that there are no identified areas of increased testing in NSW at this time or restriction on NSW suburbs or areas for visitors of residential aged care facilities.** However, visitors who have been in WA locations visited by confirmed cases should not be permitted entry. **Consistent with this advice, Calvary Ryde Retirement Community will align restrictions on visitation.**

**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 change from today, 2 February 2021:

- Visitors who have been to any [WA Locations visited by confirmed cases](#) or the [Perth, Peel or South West Regions of WA](#) since 25 January 2021 are **currently not permitted entry**.
- Visitors who have been to any [contact tracing locations of interest](#) in New Zealand are **currently not permitted entry**.

All other current restrictions on visitation will remain in place:

- **Up to any two (2) visitors per resident are 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.
- **Visitors and staff are required to wear a facemask.** Consistent with the latest NSW Health advice, 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 will be permitted, subject to Facility Manager approval.** Each outing request will need to first be discussed with and approved by the Facility Manager. Due to the heightened risk, resident attendance of a function where there is any person who has been in the areas Identified above will not be allowed and family gatherings are limited to 5 people. Excursions for medical treatment will continue to be permitted as usual.



- **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.

The situation will continue to evolve over the coming days and weeks. We anticipate further changes to restrictions will be advised and will adjust our restrictions accordingly.

We understand restrictions can cause anxiety for some residents and their families. If you are unable to visit at this time, we remind and 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