



15 March 2021

Dear Resident or Family Member,

RE: Updated Visitor Restrictions - Calvary NSW Retirement Communities

Due to recent cases of community transmission of the virus, there are new restrictions on visitation for people who have recently visited either the Greater Brisbane Area in Queensland or Auckland in New Zealand.

NSW Health has advised that staff and visitors who have visited Greater Brisbane since Thursday, 11 March 2021 should not be permitted entry to a NSW residential aged care facility. Consistent with this latest advice, Calvary NSW Retirement Communities will align restrictions on visitation.

What does this mean for residents and families?

The following restrictions are in place from today, 15 March 2021:

- **Visitors and staff who have been in Greater Brisbane Area QLD since 11 March 2021, including *Brisbane City, Ipswich, Logan, Moreton Bay or Redland* are currently not permitted entry.**
- **Visitors and staff who have been in any Auckland, New Zealand, within the last 14 days are currently not permitted entry.**
- **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.

Please note that all other restrictions on visitation, last advised on 22 February 2021, are current and will remain in place until further notice.

As the situation evolves, we anticipate NSW Health will advise further changes to restrictions and we will adjust our restrictions accordingly. 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

We understand that these new restrictions will be the cause disappointment to some residents, their families and friends. 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.

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

Sincerely,

Martin Bowles
National CEO

Bryan McLoughlin
Regional CEO - NSW