



1 April 2021

Dear Resident or Family Member,

## RE: Updated Visitor Restrictions - Calvary NSW Retirement Communities

The COVID-19 situation in Queensland and Northern NSW continues to evolve.

**Given the heightened risk, NSW Health has advised that any visitor who has been in the Local Government Areas (LGAs) of *Ballina, Byron Bay, Lismore or Tweed* in the past 14 days should not be permitted to enter 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, 1 April 2021:

- Visitors and staff who have been in *Brisbane City, Ipswich, Logan, Moreton Bay or Redland* LGAs or [any QLD contact tracing locations](#) since 11 March 2021 **are currently not permitted entry.**
- Visitors who have been in *Ballina, Byron Bay, Lismore or Tweed* LGAs in the past 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 NSW Health COVID-19 updates, please visit:

[www.health.nsw.gov.au/Infectious/covid-19/Pages/default.aspx](http://www.health.nsw.gov.au/Infectious/covid-19/Pages/default.aspx)

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)

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

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