

22 April 2021

Dear Resident or Family Member,

RE: Updated Visitor Restrictions - Calvary Ryde Retirement Community

The COVID-19 situation in NSW continues to improve. Accordingly, NSW Health has advised that limitations on visitor numbers and duration of visits be eased, subject to remaining social distancing requirements.

Consistent with this latest advice, and given the gastroenteritis outbreak at Calvary Ryde Retirement Community is well contained, we will now align restrictions on visitation.

What does this mean for residents and families?

Calvary is pleased to introduce the following eased restrictions on visitation at Calvary Ryde Retirement Community from today, 22 April 2021:

- **Any two (2) visitors may visit at any one time and for unlimited duration.** Visitors must comply with the social distancing requirements of 1.5 metres separation and one (1) person per two (2) square metres.
- **Visiting hours remain from 11am to 6pm each day until further notice.** 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.

Visitors must not enter the facility at all if they:

- have [COVID-19 symptoms](#) - fever (37.5°C or higher) or symptoms of COVID-19;
- have been to any [close or casual contact locations](#) in NSW, interstate or New Zealand;
- are a close contact of a person with confirmed COVID-19 and are within their self-isolation period;
- live in a household with a person who is currently self-isolating; and/or
- are waiting for a COVID-19 test result.

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.

We understand that restrictions on visitation have been difficult for many residents and their loved ones and are pleased to be able to ease restrictions in line with NSW Health advice.

As the situation evolves, NSW Health may advise 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

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



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