



6th May 2021

Dear Resident or Family Member,

RE: Updated Visitor Restrictions and mandatory mask wearing at Ryde Retirement Community

Due to recent cases of community transmission of the virus in NSW and the potential risk, there are new restrictions on visitation and mandated mask wearing.

NSW Health has identified local transmission of COVID-19 in NSW and close and casual contact locations. Details are at <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/case-locations-and-alerts.aspx#close>

Falling within the Greater Sydney Area, Calvary Ryde Retirement Community will align restrictions on visitation as from today 6th May 2021:

What does this mean for residents and families?

The following restrictions are in place from today 6th May 2021:

- **Visitors and staff who have been in NSW close and casual contact locations are not permitted entry.**
- **Visitors and staff are required to wear a surgical facemask at all times while on site.** If a visitor does not provide their own mask, or the mask does not meet requirements, Calvary will provide a mask upon entry.
- **Residents may have a maximum of two visitors each day.** They may have different visitors each day.
- Visits should take place in residents' rooms or outdoors where possible.
- **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 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.

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