

3 November 2021

Dear Resident or Family Member,

## RE: Calvary NSW residential aged care facilities – update on visitor restrictions

We are writing to inform you that NSW Health have made further changes to visitor restrictions for residential aged care facilities, as of 1 November 2021. Effective immediately and consistent with this advice, we will now align our restrictions on visitations across all NSW Calvary Retirement Communities.

Please note the key changes to restrictions are underlined below.

### What does this mean for residents and families?

- **Any two (2) visitors may visit per day, but only one (1) single visitor at any one time** - Visits will be limited to resident rooms and visitors must comply with the social distancing requirements of 1.5 metres separation and one (1) person per four (4) square metres.
- **One (1) child under 12 years of age may now visit at any one time when accompanied by a fully vaccinated adult.** Visits must comply with the social distancing requirements of 1.5 metres separation and one (1) person per four (4) square metres and will take place within resident's rooms or outside.
- **Visitors aged 12 years or over must be fully vaccinated** and have received their second dose at least 14 days prior to their visit. All Visitors will be required to provide evidence of vaccination prior to entry.
- **Visiting hours are from 11am to 6pm, each day.**
- 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 will be required to wear a surgical mask for the duration of their visit. Calvary will supply a suitable mask if required.

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 overseas;
- 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.

## Reminder: Residents attending family gatherings or excursions

Residents are permitted to leave the facility for an individual outing, family gathering or group excursion, provided they are fully vaccinated and abide by the current NSW Public Health Orders.

We request that you discuss your proposed outing with the manager of your home prior to making arrangements. The Manager will be undertaking an assessment of the outing to identify the risk to both the individual going on the outing and to all the residents.

In addition, for any residents who do leave one of our facilities, we ask that:

- All people attending the outing are familiar with COVID-safe behaviours, including practicing physical distancing (1.5m) and good hand hygiene.
- Residents wear the supplied surgical masks while travelling to and from the event and whenever at the event where practicable.
- The outing complies with the current [Public Health \(COVID-19 Safety Order 2021](#) and the [Public Health \(COVID-19 Additional Restrictions for Delta Outbreak\) Order \(No 2\)](#) .
- Residents may not attend the outing or event, if any of the attendees:
  - have been to any NSW, Interstate or New Zealand locations at the dates and times listed in the [latest COVID-19 case locations](#) in the past 14 days;
  - have been a close contact of a person with confirmed COVID-19 in the last 14 days;
  - lives in a household with a person who is currently self-isolating;
  - is waiting for a COVID-19 test result; and/or
  - is unwell or showing signs of COVID-19.

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

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.

Sincerely,



**Martin Bowles**  
National CEO



**Bryan McLoughlin**  
Regional CEO - NSW