



21 April 2020

Dear families and advocates

I want to thank everyone for their patience and understanding as we all work together to keep COVID-19 outside the door. Today there has unfortunately been two new cases of COVID-19 in SA and we still have a long way to go.

As you know Kalyra's compliance with the emergency directions is very tight to protect our residents. We are allowing visits to loved ones when palliating for support and comfort and or when a resident is very distressed and requires a support visit. We have NOT fully locked down the facility and residents are able to move around the home and internal gardens as normal.

This has been very hard for families, however, there are 17 residential care facilities across Australia with outbreaks in progress in full lock down This means residents are confined to their room which is not the case at Kalyra. Remember, the Dorothy Henderson Lodge, the first Australian residential care facility to have an outbreak, is not yet under control and fight to contain COVID-19 continues there.

I understand that you and your family would pose a very low risk on visiting Kalyra as would all of our families. The next review date of the 8 May 2020 was selected to ensure there was not a post Easter peak of the disease and I continue to take a very cautious approach.

I assure you that if your loved one is distressed and assessed as needing family to provide care and support that we cannot provide we will make arrangements with you. My mother was a resident in memory support at Belair until late last year so I have recent experience of the journey of a loved one with dementia and am saddened by this terrible situation in which we all find ourselves.

I am sorry I cannot make it much easier and can only hope that by taking such strict visitor measures our residents will once again be able to hug and spend time with you.

Please note from 1 May 2020, it will be mandatory for everyone to have had an annual flu vaccination to enter an Australian aged care facility. You will need to provide evidence of you vaccination status via our online flu shot register. It only takes a minute to complete but it will help us keep influenza at the door too this year.

Finally, I encourage family members to provide feedback via a quick survey to see how we're tracking. While our physical interaction may be limited in the short term we are still very keen to hear from you and address any questions or concerns directly.

Best wishes

A handwritten signature in black ink, appearing to read "Sara", written in a cursive style.

Sara Blunt
Chief Executive Officer
Kalyra