



27 April 2020

Dear families and advocates

## Update on visitor restrictions

We want to update you on our plans for reviewing and relaxing some restrictions on visiting our residential aged care homes at Belair, McLaren Vale and Woodcroft. This is in response to continuing good signs from testing in South Australia and nationally, and also the great support we've received from people like you who have played such a critical role in keeping Kalyra safe by staying at home.

### **New visitor guidelines**

From Thursday 30 April, families and advocates will be able to book a time to visit a loved one for up to 30 minutes under strict entry guidelines in line with state and federal health department advice including:

- A maximum of two people per visit (no children under 16)
- Temperature screening/health declaration upon arrival

Initially, visits will be limited to once a week per resident and of course if you have any cold or flu symptoms, please do not visit at all.

For those aged over 70 years, or 60 years with an underlying health condition, we urge you to still exercise great caution regarding visiting loved ones. We will continue to offer phone and video conferencing to help bridge the gap until we can consider further amendments to restrictions over the coming weeks and months.

Please remember, if your loved one is distressed and needs family to offer care and support that we cannot provide we will contact you promptly. Similarly, visiting residents on an end of life pathway will continue by special arrangement.

### **Mandatory Flu Shot 2020: Kalyra's online register**

Thank you to everyone who has already provided their flu vaccination evidence via our website. From 1 May 2020, it will be mandatory for everyone to have had an annual flu vaccination to enter an Australian aged care facility. If you haven't done so already, please visit our [online flu register](#)—it only takes a minute to complete but it will help us keep influenza at the door too this year.

### **COVID Safe App**

Please consider downloading the new Australian Government [COVID Safe app](#) on your mobile phone to help keep everyone safe from further spread of coronavirus. This app is particularly important for those visiting aged care facilities as it offers another tool to support quick notification and tracing of any possible exposure.

## Resident choice

Over 80% of residents who responded to a recent survey have indicated that they are satisfied with our proactive approach to keeping them safe from coronavirus. Accordingly, some residents may choose to decline visitors until they feel more comfortable about the level of risk in the broader community. This may be difficult for families, but we ask that you respect their choice and we will work with you and each resident to maintain regular communication and address any welfare concerns quickly and fully.

## Still a long way to go

While the trends are promising, the threat of coronavirus is still among us, and will be for a long time into the future. To date there has been 60 cases in aged care facilities across the country and we've seen the devastating impact of COVID-19 on older people interstate and overseas.

We do not want to see that happen here at Kalyra.

Thank you for your patience and goodwill. More information on the new visitor guidelines, including the details for booking visits, will be provided on Wednesday.

Best wishes and stay well.



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