

12 March 2020

Dear Residents, Clients, Families, Visitors, Parishioners, Volunteers and Suppliers.

The safety and wellbeing of our residents, staff and visitors remains our top priority at Crowley.

What is Crowley Doing?

Crowley is monitoring daily advice from government, state and federal health departments, industry peak bodies and others. As you would be aware the volume of information being generated about the virus is significant and its status is evolving daily. This advice and our own experience and planning is guiding the many aspects of our COVID-19 Action Plan.

At Crowley we are well practiced in managing outbreaks such as the flu that occurs regularly. We will continue providing staff and residents onsite with regular education in infection control in line with this outbreak management protocol. We have also increased access to sanitising products and increased cleaning and monitoring of communal areas.

Whilst we continue monitoring media and Government announcements surrounding the activation of the National Emergency Response Plan for COVID-19 Coronavirus, we are preparing in case we may be required to take further action.

We would like to reassure you should such an event occur we will be well prepared.

Possible further action

Possible actions at Crowley may include but are not limited to:

- Isolating residents that show viral symptoms and restricting staff and visitor access
- Instigating a 'lock down' of the facility should an outbreak occur
- Closure of the hydrotherapy pool to all users
- Restriction of visits, events or meetings to limit community exposure
- Asking visitors to the site to declare that they have not travelled or been exposed to others who have travelled to high risk areas.

All actions will be undertaken in-line with Government regulations and with detailed preparation under the direction of the Parish, Board and Executive in collaboration with our Emergency Management Team – COVID-19 Taskforce.

What Can You Do?

As COVID-19 is a community wide risk we need our entire Crowley community to assist us to keep Crowley as safe as possible.

We ask you to be especially mindful of behaviours that reduce the possibility of virus transmission. Here are some suggestions:

- The Australian Government advice for those who have travelled to ‘at risk’ countries, or have been in contact with someone who has the virus, is to self-identify and self-quarantine;
- (See more at: <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>. This is compulsory for all staff but is also requested of all those who are in any way in personal contact with Crowley facilities or services.)
- If you are planning to travel overseas, avoid known at risk countries. Consider your need to travel carefully, reviewing travel advice daily, and the consequences should you be required to self-quarantine on your return; (See more information: <https://www.smarttraveller.gov.au/news-and-updates/coronavirus-covid-19#away>.)

Follow the instructions of staff whilst in the facilities and ensure you follow good hygiene principles and always wash your hands with soap and water. We are placing additional hand sanitising stations across all buildings, and encourage their use at all times.

If you are exhibiting flu symptoms **do not enter the facilities**. Contact your GP and advise your symptoms (before attending). Only return to site on the formal clearance of a GP.

If You Attend Mass

The following precautionary steps have been mandated by the Bishop of Lismore for Mass:

In order to prevent the passing of the virus from hand to hand there will be no sign-of-peace until further notice;

To prevent the possibility of the transmission of droplets from one person to another during the reception of Communion, all Communion will be given on the hand and not on the tongue until further notice;

The Chalice will not be shared with the congregation;

Should members of your Parish be feeling unwell, they are relieved from the obligation of attending Sunday Mass. Sick people should not attend Mass.

A reminder to all special ministers of the Eucharist to sanitise their hands with sanitising gel before distribution;

Holy Water will not be used at the entrances of churches or chapels.

All these requested actions and instructions are designed to help keep us safe and reduce the impact of infection.

It is important that together we are well prepared for instructions at Crowley that may be forthcoming as part of the Government's Response Plan.

To keep you informed our Emergency Management Team – COVID-19 Taskforce will continue to release relevant communications to you as important developments occur.

Thank you for your support and understanding. Should you have a concern particularly related to the current COVID-19 management please complete a feedback form and hand it to Crowley Reception.

A handwritten signature in black ink, appearing to read "Michael Penhey".

Michael Penhey
Chief Executive Officer

A handwritten signature in black ink, appearing to read "Kelli Potts".

Kelli Potts
Executive Manager
Operations & Finance