

20 April 2020

Dear Crowley Independent Living Residents, Families and Friends,

Firstly, thank you for your cooperation with the many changes that COVID-19 has brought upon us all. Your safety during this time is paramount and adherence to these government directives by everyone increases our chance of keeping the virus out of Crowley.

By now you will have also received the communication sent out today relating to our residential care facility. There are three key items here of importance to Independent Living residents and these are;

1. Window Visits guidelines;
2. Quarantining of deliveries; and
3. Fluvax requirements from 1 May 2020.

Please familiarise yourself with these items.

It is also very important that we clarify the requirement for residents to have their Fluvax. Many of our Independent Living residents access the administration and residential facility to come to Reception, attend Mass, Barney's Café, Coco's Salon, attend events and visit family and friends, among other things. From 1 May ALL people entering must be vaccinated and have evidence of this on entry.

Again, this is a government directive that has been introduced due to COVID-19 and the high vulnerability of older persons in our community.

Anzac Day 25 April

To commemorate Anzac Day this year we will have displays including the Australian Flag and wreaths in both the residential care facility and Independent Living.

For Independent Living we are creating a commemoration site at the entrance to the village. This will enable residents to pay their respects throughout the day in an open-air environment. In addition, each resident will receive a special delivery from Crowley which includes a red poppy, an Australian flag and some Anzac biscuits to help commemorate the day.

We are also participating in the local community commemoration on Paradise FM and encourage all residents to join us. At 5.55am residents are encouraged to come out to their front/rear doors to hear the Reville at 6.00am followed by the Last Post and one minutes silence.

Spar Shopping Service

This weekly service has been established to minimise the need for our IL residents to go out in the community. The service is well underway and the feedback from residents has been very positive. If you would like to place an order or need more information please call the Crowley Customer Service Team on 1300 139 099.



Wellness Calls

For the past few weeks we have been calling ahead before visiting residents. We have now added Wellness Calls for all of our IL residents and Home Care clients. Again, the feedback has been wonderful with staff checking in resulting in lots of laughter, a wonderful uplifting experience for our residents, clients and staff.

The calls are designed to ensure every resident and client has the support they need, in whatever form that may take, at this very unusual time.

And for a bit of fun...watch out for the weekly Quiz being sent out through the INS communications system ☺

Recurrent Charge & Budget Meeting

Each year during the month of May, we hold our legislated Recurrent Charge and Budget Meeting.

This year, because of COVID-19 and the Government restrictions in place around gatherings and social distancing the business of the meeting will need to be conducted differently and the voting done by ballot.

Very shortly all Independent Living residents will still receive a letter and documentation from Crowley outlining the Proposed Recurrent Charge Increase, and the Proposed Budget for the 2020/21 Financial Year.

A period of time will be set aside for residents to submit their questions in writing regarding these two decisions, enabling Crowley to respond. A voting card will be included in your letter and a locked ballot box set up for you to submit your vote.

Keep Connected

It is important for us all to stay connected in these times with family and friends. While technology can be daunting, it is an amazing tool to help us stay in touch. If you would like to know more about chatting with family via a video call speak to us. We have the technology and the friendly team to help.

Thank you all once again for your positive response to these unprecedented times, and most importantly in protecting each other and staff by observing social distancing.

I am sure you, like me, are looking forward to spending time together in the near future.

Warm regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER