

16 March 2020

Dear Residents, Clients, Families, Visitors and other Stakeholders

With the recent spread of Coronavirus, now known as COVID-19, we want to assure you we have measures in place at Crowley to protect our community.

This letter outlines **the current and new measures** we have put in place to ensure the health and wellbeing of our residents and clients.

Some weeks ago we activated our Crowley COVID-19 Taskforce to implement strategies and procedures to prevent or minimise COVID-19 from entering our home or other services.

The best way to protect our residents, clients and staff is to strictly follow an infection control regime consisting of:

- Regular thorough hand washing and use of alcohol hand sanitizer;
- Sneezing and coughing into our elbow or a tissue which is then disposed of and wash your hands;
- Keeping a safe social distance from each other when we meet;
- Staying at home if we have any cold/flu symptoms;
- The cancellation of all non-essential or external social gatherings, events and visits to our site.

We will continue to provide instructions about these measures to all our people.

Additional protection measures

Additionally, we are following advice from the health authorities including activating new measures to further protect our residents, clients and community as follows:

Residential Care

1. **Visitors will only be able to access the facility through Reception.** This is an important step so we can monitor the health and wellbeing of visitors and inform them of any health concerns within the facility;
2. **Visitors must report to Reception** to sign in and out, and undertake hand sanitisation on arrival and departure. Please note every resident room has a hand sanitiser available for your use. There are also hand sanitiser units through the facility;
3. **No visitors and others will be able to visit Crowley if they have travelled overseas in the past 14 days**, been in contact with someone who has, or is displaying signs of illness. We will be asking visitors to confirm they are compliant with this on their arrival;

4. **We are asking all families to reconsider taking residents out in the community.** This poses a significant risk of exposure to them and potentially others on their return. Please discuss this with the Registered Nurse on Duty or the Facility Manager.

Home Care

We have implemented safeguards for staff visiting residents and clients in their homes. These include:

1. Calling ahead for each home care visit to ensure the client is well.
2. Calling ahead before visiting village residents to ensure they are well.
3. Asking clients and families to reconsider external socialisation and visits into the community.

Workforce

1. Cancelling all non-essential external face to face meetings.
2. Cancelling non-essential staff work related travel.

Crowley has significant experience in infection control and outbreak management in aged populations, something that is tested annually in flu season to protect against all community infections and diseases.

The Crowley COVID-19 Taskforce will continue to monitor the situation which is evolving daily depending on government directives and the health of our community. This may require further actions.

We will continue to communicate updates as we receive new information, and let you know if anything changes.

If you would like further information you can contact the 24-hour National Coronavirus Health Information Line on 1800 020 080 or us at Crowley on 1300 139 099.

Thank you for your ongoing support.

Yours sincerely



Michael Penhey
CHIEF EXECUTIVE OFFICER