

11 June 2020

Dear Residents, Clients, Families, Visitors and other Stakeholders,

Thank you once again for your support at this time as we continue on our path to gradually and carefully re-open our facility to families and visitors. In doing so we are adhering to Government requirements, whilst carefully balancing the safety and needs of our residents, staff and our entire Crowley community.

Crowley is a place that draws its personality from all of our Crowley Family stakeholders and we, like the rest of the community, have been missing our extended Crowley Family.

We are very fortunate we have remained COVID free across our staff and resident group and for that we are thankful to everyone for doing their part. Our staff have observed our requests to stay away if unwell and almost 25% of them have undergone precautionary COVID testing in fulfilling their commitment to everyone's health and safety. A great community effort.

**I am very pleased to be writing to update you on changes to our visitor arrangements.**

These changes can be characterised as a careful and planned easing of visitor restrictions, always with resident safety from this pandemic foremost in our minds. In doing so, we are mindful that community restrictions are also easing and the current advice is that we may see an increased rate of community infections.

### **Visitor arrangements from Monday 15 June**

#### **What is the same?**

1. All visits are to be pre-booked through the current booking system and visitors will be escorted to and from the visit by a Communications Team member
2. There will still be a maximum of two visitors at one time.
3. Visitor pre-screening questions, procedures and evidence of 2020 Influenza Vaccination requirements will continue. Visitors are reminded to arrive 10 minutes before their booking time to undertake this important procedure. These steps are universally considered to be the best chance we have of keeping COVID-19 out of Crowley.
4. As a condition of entry all visitors must agree to adhere to social distancing guidelines and their designated meeting area so as not to impact the free movement of other residents in their home.

#### **What has changed?**

1. All Visits will be available in residents' rooms on the following conditions:
  - Visitors must stay in the room for the entire visit
  - Visitors are not to engage with other residents in the facility during visits, respecting the fact that the resident and/or their families may not wish this to occur.
2. Some seated visits will be available in a designated outdoor area of Barney's Café

3. Some walking visits will be available in the Plaza and undercover area of the Education Centre on the following condition;
  - Visitors are not to engage with other residents in the grounds during visits, respecting the fact that the resident and/or their families may not wish this to occur.
4. Visits will be for a maximum of one hour.
  - Visiting appointments are available:
    - Monday to Friday - 9.15am to 3.45pm
    - Saturday – 8.45am to 11.15am
5. There will be one visit per day per resident
6. Any Café takeaway orders must be placed at the time of booking to ensure they are available on your arrival.

As you are aware our residents are the most vulnerable group in society and deserve our continued diligence as we work together to keep them as safe as we can. We know that a number of our residents and families are very much looking forward to these changes, however it may come as a surprise to some that there is also a number of our residents and their families that also remain cautious. We must work together to respect and balance these differing perspectives.

We thank all our residents, families and visitors who have been so supportive and encouraging in their comments about our actions to safely facilitate visits at this time. Our *Communications Team*, supported by our care staff and management, receive overwhelmingly positive daily feedback from our external visitors on the systems we have in place to keep everyone safe at this time. And internally our staff have received the continued support and thanks from the residents universally.

Sadly there have been some instances of staff being treated rudely and poorly by visitors. And whilst this is a very small minority it is clearly not acceptable. We must remind ourselves that we are in the midst of a global pandemic. Each one of us, are coming to terms with an unprecedented situation with unique challenges we could not have anticipated as a society.

Fortunately none of our residents have displayed this behaviour and we appreciate their understanding and support.

On a lighter note we are very happy to advise:

### **Coco's beauty salon reopening**

I'm pleased to announce the Beauty Salon will reopen one day per week from 22 June. This will be for Residential Care residents only. Appointments can be made by contacting Reception.

Once again, thank you all as we rely on each other and work together as a community on these vital measures.

Kind regards



Michael Penhey  
**CHIEF EXECUTIVE OFFICER**