

10 July 2020

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

As easing of restrictions in the wider community continue, it is easy to believe that the Pandemic is drawing to a close. Unfortunately, as demonstrated by the current events in Victoria our battle against COVID-19 is not over.

The Minister for Aged Care and Senior Australian's recently wrote to Providers issuing a letter of congratulations on the way in which we had collectively responded to the pandemic. His letter also carried a warning that;

“Australia’s battle against COVID-19 is not yet over. We know the spread of COVID-19 presents a particular risk to senior Australian’s, so there is no room for complacency, even in communities where there is no community transmission. ... our best defence against COVID-19 is sustained and continued vigilance.” *(Senator The Hon Richard Colbeck, Minister for Aged Care and Senior Australians)*

It is with this warning in mind that we announce the introduction of Resident Excursions.

### **Resident Excursions**

For those Residents wishing to venture out of the facility we have introduced a Resident Excursion Risk Assessment Policy and form.

These documents were developed in line with Government recommendations and to reduce the potential risk to our residents and others. The purpose of the policy and form is to ensure that prior to leaving the facility the resident and/or their alternate decision maker (Enduring Guardian) is aware of the potential risks and the actions they must take to reduce or mitigate these risks.

The form which can be obtained by contacting the Communications Team or Customer Service, must be submitted three (3) business days prior to the planned excursion to allow us to conduct a risk assessment on the planned excursion.

In assessing the risks of a resident excursion Crowley will consider the risk to both the resident and the wider Crowley community and take steps necessary to limit the spread of infection within the facility including for example:

- requiring returning residents to isolate for a period of 48 hours on return,
- requiring the returning resident undergo swab tests for influenza, COVID-19 and other infectious disease or virus,
- requiring the resident to wear PPE whilst on the excursion and on return.

As we know the highest rates of serious illness and fatality from COVID-19 or influenza are among older people. This places our residents among the very most vulnerable group in society. As such we must ensure our collective and continued vigilance to keep them safe.

We know a number of our residents and families are very much looking forward to the opportunity to venture out, however it must be noted that there are many residents and their families that remain concerned and have expressed a desire that we remain cautious in the changes we make.

Finally, it must be noted that, as the last six (6) months have shown, circumstances change rapidly and while we are fortunate to be in a position to offer the option of Resident Excursions and Visitations we are monitoring the advice and directives from state, government and industry bodies on a daily basis.

We are hopeful that we can continue along our current path however must be realistic and acknowledge that it may be necessary at some point to re-introduce tighter restrictions.

We thank you for your patience, understanding and support in keeping those within our Crowley community safe during these uncertain times.

Warm regards

A handwritten signature in black ink, appearing to read "Michael Penhey". The signature is written in a cursive style with a large initial "M" and "P".

Michael Penhey  
**CHIEF EXECUTIVE OFFICER**