

18 March 2020

Dear Residents, Clients, Families, Visitors and other Stakeholders

To further protect our community against Coronavirus and in line with the Prime Minister's announcement today, Crowley Care has put in place the following additional measures.

The new measures below enhance and update yesterday's statement from Crowley Care, *Protecting our community from COVID-19* – please see our website in the News section *Coronavirus Update* for full details.

### ***New restrictions on entry into Crowley Care***

The following visitors and staff (including visiting workers) will not be permitted to enter the facility:

- Those who have returned from overseas in the last 14 days;
- Those who have been in contact with a confirmed case of COVID-19 in the last 14 days;
- Those with fever or symptoms of acute respiratory infection (e.g. cough, sore throat, runny nose, shortness of breath); and
- Those who have not been vaccinated against influenza (after 1 May 2020)

### ***Visitors to Crowley Care***

We have implemented additional measures restricting visits and visitors to reduce the risk of transmission to residents, including:

- Limiting visits to a short duration;
- Limiting visits to a maximum of two immediate social supports (family members, close friends) or professional service or advocacy at one time, per day;
- Visits should be conducted in a resident's room or outdoors rather than in our communal areas where the risk of transmission to residents is greater;
- If you are visiting Crowley please remember to practise social distancing practices where possible, including maintaining a distance of 1.5 metres;
- Children aged 16 years or less are not permitted entry at this time. Exemptions are assessed on a case-by-case basis, for example, where the resident is in palliative care;
- To remind you that no large group visits or gatherings, including social activities or entertainment, are permitted at this time;
- No school groups of any size will be allowed to visit Crowley until further notice;

For further information please contact the 24-hour National Coronavirus Health Information Line on 1800 020 080 or us at Crowley on 1300 139 099.

Once again thank you for your ongoing adherence to these important measures that collectively are designed to keep us all safe and healthy.

Very best



Michael Penhey  
**CHIEF EXECUTIVE OFFICER**