



Dear Home Care clients, carers and families,

You may be aware of the growing numbers of COVID-19 cases in Victoria and now in parts of Sydney.

This new development highlights the need for ongoing vigilance and adherence to COVID safe practices within our community.

I have reiterated that the safety of our clients is paramount and this is unchanged as we travel these extraordinary times together.

In responding to situations like those we see emerging in Sydney and Victoria our policy is to take a cautious and risk averse approach with reference to state and federal health advice, government agencies and industry bodies.

We must never forget that those in our Crowley family are among the most vulnerable in the community.

I am relieved to report that we have no confirmed COVID-19 cases amongst our Crowley home care clients to date.

Longer Home Care Service Times

A friendly reminder that we have now lifted the one-hour service time restrictions in the home. If you require longer service times please don't hesitate in contacting us to arrange.

Transport Services

Our escorted transport services have recommenced, to the relief of many clients. Just a reminder and to ensure everyone's safety, we request that all clients maintain social distancing and travel in the back seat of cars.

Safety Measures...Keep up the good work

As we restore services it's important that we all keep up with our safety and precautionary measures, including social distancing, good hand hygiene and seeking medical advice if you are unwell.

Our staff will continue to make pre-visit calls to check that you or any others visiting or residing in the home are well.

You may see some staff choosing to wear a mask when they are visiting you. This is not an indication that you, or they, are unwell it is a preference some staff are implementing to keep everyone safe.

Visitors Logs

Monitoring exposure in the home is very important for our clients and we understand you may have a number of visitors other than Crowley staff. To assist you in keeping track of visitors and your own exposure we continue to provide clients with a Visitors sign-in sheet for the home.

Self Isolating and Your Wellbeing

As most clients are choosing to self-isolate, we are mindful that this can lead to loneliness and low mood. We are here to support you and your wellbeing. If you need some support give us a call to discuss and in partnership we can look for solutions to keep you connected to others and feeling as well as can be.

Centre Based Activities

To ensure everyone's safety, Barneys Café, Coco's hair salon and the Hydrotherapy pool remain closed at this time for clients in the community. We understand how keen everyone is to access our Centre based facilities and we will communicate to you when we can safely reopen these facilities

Once again thank you all as we rely on each other and work together as a community during these times.

Stay safe and well

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

Michael Penhey
CHIEF EXECUTIVE OFFICER