



25 September 2020

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

Springtime is upon us!

With the ongoing COVID-19 restrictions and challenges of physical distancing it has been difficult for us all to get out and about. As an aged care community we are required to be more careful with physical distancing precautions and good hygiene practices.

With this beautiful weather it certainly has many of us thinking about being more active and taking the opportunity to enjoy the outdoors. It is with this in mind that we are pleased to announce the following changes to visitations and our Resident Excursion policy.

Plaza Visits

Over recent days as the weather has warmed up we have received a number of requests from families to take their family member for a walk on the paths around the Village.

We are happy to advise that as of Monday 28 September Plaza Visits can now include a walk to the Village waterfront.

Out of respect for the village residents and the safety of all we remind visitors that they must adhere to the physical distancing and other visiting rules whilst in the Village as these are shared spaces. Please do not stop and congregate in a group with other visitors or Village residents.

Should we become aware of concerns from Village residents it may be necessary to revisit this decision.

Plaza Visits must be booked through the Crowley Communications Team as there remains a limit on the number of visitors allowed at each visit and the number of visits in the Plaza based on current Public Health Orders.

Children under the age of 16

Children of all ages are permitted to participate in visits. A child under the age of 16 must be accompanied by an adult and like all visitors must adhere to restrictions on visitor numbers, physical distancing, personal hygiene and vaccination requirements as required by current Public Health Orders.



Resident Excursions

From Monday 19 October 2020 Resident Excursions will include medical appointments, small family gatherings of no more than 10 people (including children) in the family home and drives with no more than 2 other people.

These changes will of course be based on ongoing improvements. We will continue to monitor the situation over coming weeks, especially in light of the recent announcement by the QLD government of the expansion of the NSW Border Zone to include Ballina.

The relaxation of the border whilst welcomed by many does present an increased risk with the expected influx of visitors to the area, including those coming for the school holidays. Any deterioration in conditions will be assessed and changes may be required.

The next few weeks will be crucial in managing the pandemic locally.

Warm regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER