

20 March 2020

Dear Crowley Independent Living Residents, Families and Friends

You will have received a number of contacts from Crowley detailing the actions we have taken to protect our residents, clients, staff and stakeholders during the Coronavirus (COVID-19) pandemic. See these latest updates at <https://crowley.org.au/protecting-our-community-from-covid-19/>

As a consequence of these measures we have made specific changes onsite to ensure the safety of all our Independent Living residents, Residential Care residents, staff and visitors.

These important changes directly impact on our Independent Living residents, and whilst inconvenient, are collectively designed to keep you well and safe.

To further protect our Independent Living community against Coronavirus we have put in place the following additional measures.

Effective immediately:

- Crowley Reception hours have changed and the days temporarily extended to ensure we fulfil the new government visitor screening guidelines.

The new Reception hours are:

- Weekdays 8.00am – 5.30pm
- Weekends & Public Holidays 10.00am – 3.00pm

Please be advised that there will be no entry access to the facility outside of these hours.

- Entry to the Residential Care Facility is now only via Reception and visitor rules apply.

These are:

- Entry to the Residential Care Facility is limited to resident visits.
 - Only two visitors at a time, once per day for a short duration.
 - Visitors must be only direct family or health supports
 - Visitors must abide by the visitor screening guidelines and follow all instructions by staff when visiting.
- Barney's Café is now closed to Independent Living Residents and the public. The café is now only accessible to residential care residents, their visitors and on-duty staff.

Independent Living residents can access Crowley's mobile meal service by contacting Reception the day prior and placing their order.

- Independent Living group events, activities and gatherings in the Activity Centre, Gardenia Room, Education Centre are cancelled – including Mass in and services in the Chapel.

- The Crowley Library remains open for individual IL resident users and accessible only through the exterior door. Please observe social distancing if accessing the Library and utilise the hand sanitising facilities when entering and leaving.
- Crowley staff providing support and services within the village will now call ahead before visiting Independent Living resident's homes. The staff will confirm that that the resident has not been exposed to COVID-19 and that they are well. If a resident is unwell staff will instruct the resident on the necessary action on a case by case basis.

In order to restrict unnecessary exposure of residents Crowley non-essential services to our Independent Living residents may be reduced. These reductions will be made in consultation with clients, residents and their families.

- Independent Living Residents who have travelled overseas, been in physical contact with someone who has travelled overseas or are showing signs of being unwell are asked to contact Crowley Reception to self-report immediately. This will enable us to initiate the requirements of self-isolation and provide the right advice and support.

REMEMBER, IF YOU ARE REQUIRED TO SELF-ISOLATE YOU MUST STAY AT HOME. PLEASE DO NOT VISIT OTHER VILLAGE RESIDENTS, COMMON AREAS WITHIN CROWLEY OR THE RESIDENTIAL CARE FACILITY

Additional suggested protection measures

As our Independent Living residents are in the high-risk group we recommend that you limit your movements in the general community, instead placing a higher emphasis on remaining at home.

Residents are also reminded of the Federal Government Directive regarding public gatherings both inside and outside. The key directive being that social distancing is essential and everyone at the gathering should be at least 1.5m apart or 1 person per 4m². Please avoid physical touching at all times, practice good hand and cough hygiene and do not go out if you are unwell.

The Crowley COVID-19 Taskforce is monitoring this quickly evolving situation on a daily basis. This may require further additional measures for our Independent Living community. We promise to keep you updated with changes as they arise in this evolving situation.

Thank you for your support and understanding as we all work together to continue to keep our Crowley Family and community safe and well.

Yours sincerely



Michael Penhey
CHIEF EXECUTIVE OFFICER