

27 October 2020

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

Last month we announced the addition of a walk to the Village waterfront when booking a Plaza Visit.

Today we are very happy to advise that from **28 October** the duration of visits has been extended to allow visitations of **up to 2 hours**. If you would like an extended visit please advise the Communications Team on booking. In addition, those wishing to book a **daily visit** can do so (*excluding Sunday*).

### **What stays the same?**

1. All visits are to be pre-booked through the current booking system and visitors will be escorted to and from the visit by a Communications Team member.
2. Visiting hours remain at 9.15am – 4.45pm. All visits must be started and concluded within these times.
3. There will still be a maximum of two visitors at one time and one visit per day per resident.
4. A child under 16 must be accompanied by an adult.
5. Visitor pre-screening procedures and evidence of 2020 Influenza Vaccination requirements continue.
6. All visitors must agree to adhere to social distancing guidelines and remain in the designated meeting area.

In more exciting news from early November we are very pleased to introduce **Barney's Café in the Plaza** – the new way to enjoy your café.

The outdoor café will be located in the plaza and open 9.30am – 2.30pm, Monday – Saturday. Stay tuned for opening day!

The service will be available for Residential Care residents and their visitors during plaza visits. Independent Living residents will also be able to access the outdoor café.

We ask that all Barney's Café in the Plaza patrons follow our COVID Safe plan by:

1. Utilising the QR Code or sign-in sheet to check-in on arrival.
2. Adhering to Crowley's COVID Safety Plan including any seating arrangements and numbers.

Thank you for your ongoing support and caring for everyone within our Crowley family.

Warm regards



Michael Penhey  
**CHIEF EXECUTIVE OFFICER**