

26 November 2020

Dear Residential Care Residents, Families and Friends

We know that many of you have been patiently waiting for information on arrangements for Christmas Day and the usual Christmas parties and events.

We have been watching the situation very closely as you know and have left it as late as we reasonably can to enable families to make plans, coordinate staff and place food orders, amongst other necessary arrangements.

The staff remain committed however to still providing the best possible Christmas experience for residents and families despite the changes necessitated this year and have lots of plans underway including Christmas Lights drives, entertainment, lots of decorations and wonderful food.

You will find set out below the plans for Christmas 2020.

Christmas Day Luncheon

Every year at this time we are ready to announce the arrangements for the Crowley Christmas Day Buffet Lunch. The buffet format has become very popular and is something that residents, family and staff all look forward to sharing. This year however due to the format and Covid-19 requirements we have made the decision to cancel.

For those Residents who are staying in the facility on Christmas Day a special Christmas Lunch will be provided as usual.

Resident & Families Christmas Party

To replace the usual Resident & Families Christmas Party, in the week leading up to Christmas we will host four smaller area Christmas parties for Residents in the Entertainment Room. Santa has agreed to spend the week at Crowley and his team of little helpers will make sure that everyone has a lovely time.

Christmas Day Visits

Visits will be facilitated on Christmas Day. Visits of up to 2 hours on Christmas Day can be booked to commence from 9:30 am and conclude by 2:00 pm. All visits will be In-Room visits and limited to 1 visit per resident of a maximum of 2 people to enable us to accommodate as many visitors on the day as possible.

In recognition that some visitors may wish to share a meal with their loved one Crowley will have available special Christmas Day Platters. There will be a choice of an Individual Seafood Platter or Individual Antipasto Platter, each platter also includes a Dessert Plate. Families are welcome to BYO drinks.

Platters along with Café drinks must be pre-ordered through Communications at either communications@crowley.org.au or by calling 1300 139 099. Orders and payment are required by **11 December**. The cost per platter is \$45 and will be delivered by staff on your arrival.

Barney's Cafe

'Barney's in the Plaza' will be closed on Christmas Day. Barney's Café will be open during visiting hours providing beverage orders only.

Resident Excursions

Crowley will be facilitating resident excursions on Christmas Day.

As everyone knows Christmas time and in particular Christmas Day is a very busy day for residents, families and staff. To ensure all excursions run smoothly on the day we will have staff rostered to facilitate pick-ups between 8:00am and 10:30am and again for drop off between 2:30pm and 5:00pm.

Again, we are asking families to submit their **Christmas Day Resident Excursion Request Form** (attached) by **11 December**. The form includes a section for families to specify their pick up and drop off times.

This is important to ensure we can resource the day to assist residents to get ready for their excursion, make any necessary resident care preparations, adjust meal arrangements, undertake the necessary screening requirements, and minimise wait times on what is traditionally a warm summers day.

2020 has been an extraordinary year for many reasons. The resilience, patience and understanding shown by our Residents, Families and Staff as we navigate our way through a global pandemic has been nothing short of extraordinary and inspiring.

We know that there are a few weeks of the year ahead of us and the situation in relation to the Covid-19 pandemic is changing daily, thankfully in a positive way currently. With this said we will continue to monitor the situation in relation to visits and health directives with a view to responding as quickly and safely as is practicable.

Thank you once again for your patience, many messages of support and understanding in helping us keep Crowley safe.

Merry Christmas

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

Michael Penhey
CHIEF EXECUTIVE OFFICER