

17 June 2022

Dear Residential Care Residents, Families and Staff

Effective **Wednesday 22 June 2022** we will once again welcome in-room visits. We are extremely pleased to be taking this step forward.

In doing so however, we must continue to manage visits in keeping with health advice and public health orders and our ongoing risk assessment. We are all aware that COVID-19 remains very active in the community and aged care facilities remain at risk of infections, as evidenced by our current outbreak. Unfortunately, the isolation requirements for residents that come with any outbreak still remain. It is this that we must all try to avoid for the benefit of all residents.

We continue to strongly encourage outdoor visits where possible. Evidence shows that outdoor visits and interactions carry a far lower risk of infection transmission. There are also the health benefits to residents in connecting directly with nature, remembering that they spend a considerable time inside the facility each day.

This is why we created Barney's in the Plaza, which is open 7 days per week. To make our Plaza area even more welcoming we have continued to enhance the area. We appreciate that not all days are as pleasant outside as today and anticipating these colder months, we have installed outdoor heaters in the gazebo area and purchased lap blankets for those wanting some extra warmth.

Furthermore, many residents tell us they actually prefer outdoor visits as an opportunity to break from their normal day-to-day routine. We encourage all families and friends to consider this before booking an in-room visit.

The updated visiting arrangements and requirements are:

- In-room Visit Bookings

All in-room visits must be booked in advance, 24 hours prior to the intended visit please. The purpose of this is to ensure the Resident has time to ready themselves for their visit. It assists the Concierge staff member to assist visitors efficiently and enables us to let you know of any booking clashes, such as Wednesday Mass. This is in line with our current booking system for outdoor visits.

- Number of Visitors

In accordance with the Chief Health Officer Advice, Residents are permitted to have two fully COVID vaccinated visitors aged 12 years and over, plus two children aged under 12 years per day.

- Visit Duration

In-room visits are between the hours of 10:00 am and 4:30 pm Monday to Friday. This enables residents time to enjoy their morning and evening meals and facilitates necessary care routines.

Weekend In-room visits will be for special circumstances only at this stage.

- Negative Rapid Antigen Test

It is a condition of entry that visitors show evidence of a negative COVID-19 rapid antigen test result with 24 hours before entry.

Crowley will provide rapid antigen tests for visitors to be conducted onsite. The test takes a minimum of 15 minutes so we encourage you to arrive a little earlier for your visit.

- Masks are Mandatory

All visitors must wear a surgical mask over their nose and mouth while visiting indoors.

This is especially important when in small spaces such as a Resident room. Your mask must not be removed when in the Residents room. If you find this difficult we recommend you continue to take advantage of visits outside in our Plaza.

- Location of Visit

Visits are in-room only and should not take place in any indoor communal areas.

Visitors should make their way directly to the Residents room and remain in the room for the duration of the visit. If you would like to sit outside, the Plaza is available for this purpose.

- Food and Refreshments

Food and refreshments must be purchased from Barney's in the Plaza or other vendor prior to visits. They cannot be purchased at the indoor café.

Barney's Café (indoors) and the Verandah are considered facility communal areas and therefore restricted areas for the sole use of Residents and Staff.

- Restricted Areas

Under NSW Health advice visits should not take place in communal areas in the facility which are restricted for the sole use of residents and staff. Restricted areas include:

- Lounge & Sitting rooms
- Dining rooms
- Internal courtyards
- Coco's Hair and Beauty
- Barney's Café & Verandah
- Nurses Stations
- Entertainment Room & Deck
- Chapel & Breakout Room

Additionally, you must make your way directly to your in-room visit. Visitors must not linger outside the Residents room, at nurse stations, in hallways, or interact with other Residents.

Outside excursions or Plaza visits remain the recommended option for visits. We have had some suggestions that visits can be held in facilities such as the Activity Centre and Education Centre with staff managing COVID-19 safety protocols. Not only must we consider other users of these facilities and the impact it would have on them, it once again creates an indoor environment which we know increases risks.

Once again, we thank you for working with us on these changes. We are working actively to balance the needs of residents and families against the ongoing risk of COVID-19.

Today is our Free Fish & Chip Day event and what a magnificent day it has turned out to be. We see this event as another important step towards returning to life at Crowley as we knew it pre-pandemic.

Kind regards

A handwritten signature in black ink, appearing to read 'K Potts', with a stylized flourish at the end.

Kelli Potts
**EXECUTIVE MANAGER
OPERATIONS & FINANCE**