

20 March 2020

Dear Residents, Families, Visitors and other Stakeholders

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 residents, clients, staff and visitors.

We acknowledge that these important changes directly impact on our stakeholders and whilst inconvenient, are collectively designed to keep everyone well and safe.

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 (normal operations)
- Weekends & Public Holidays 10.00am – 3.00pm (visitor screening only)

Please be advised that there will be no entry access to the facility outside of these hours, except in specific circumstances.

- 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. There is no internal seating available in the café.
- You will see there are some changes to the way in which our residential care facility dining rooms and common areas are set up. These changes are important in order for us to achieve the social distancing directives of government.

The Crowley COVID-19 Taskforce is monitoring this situation on a daily basis. This may require further additional measures for our Crowley community.

Today in addition to this communicate we have issued specific communication for our Independent Living Residents, Home Care Clients and staff. We promise to continue to keep you updated with changes as they arise in this evolving situation.



Thank you for your ongoing support and understanding. The feedback and support we have received to date has been overwhelmingly positive.

For further information please contact the 24-hour National Coronavirus Health Information Line on 1800 020 080 or us at Crowley on 1300 139 099.

Regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER