

21 December 2020

Dear Crowley Home Care Clients, Families and Friends

By now you will have heard of the COVID-19 outbreak in Sydney. This is a quickly evolving and changing situation.

Last night all Aged Care Providers in NSW received new mandatory instructions issued by the NSW Ministry of Health in response to this outbreak.

These instructions include the following **new mandatory directives**:

Home Care

1. All home care staff across NSW must wear a surgical mask during services. Home care clients should also note the following:
 - No signing for services on staff phones
 - Clients must be transported in back seat of cars
 - Pre-visit calls remain mandatory; and
 - Visitor logs are to be maintained in home files.

Residential Care

1. All residential aged care facilities across NSW must exclude visitors; and
2. All persons within the facility must wear a surgical mask while in the residential care.

In addition we have been advised that all non-essential resident excursions during this period should not proceed. This is designed to limit resident exposure to community transmission.

These restrictions will remain in place until 11.59pm on 23 December.

The safety of our Home Care clients is foremost in our minds and consistent with advice of the NSW Health, Crowley highly recommends visitors from Sydney are deterred from visiting you to limit exposure to community transmission risk.

We understand that this has come at a very important time for families and like you we are disappointed that the 'COVID normal Christmas plans' we have all been working towards may no longer be possible. We are asking for the continued assistance of all clients and families this Christmas season with family gatherings and when out in the community knowing that we are a popular destination for visitors at this time of year.

Covid Safe Precautions

Please ensure you adhere to the following precautions in accordance with NSW Health recommendations to reduce the spread of COVID-19.

1. Observing the social distancing rules at all times. *This requires you to stay at least 1.5 metres from other people.*
2. Not attending any event, function or space if you are unwell or displaying flu-like symptoms

3. Washing your hands frequently and using the hand sanitiser provided – this continues to be the most important precaution against infection
4. Wearing a mask when in public and at anytime you are unable to maintain 1.5 metres from other people.

Details regarding current rules can be found at: <https://www.nsw.gov.au/covid-19/what-you-can-and-cant-do-under-rules>

Today there is a meeting of aged care industry stakeholders, NSW and Commonwealth governments to discuss this matter. Crowley will continue to keep a close eye on these discussions and will notify clients, families and friends of any changes to the directives above.

Regards



Michael Penhey
CHIEF EXECUTIVE OFFICER