

20 March 2020

Dear Crowley Home Care Clients and Families

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 in the community to ensure the safety of all our Home Care clients, families and staff.

These important changes directly impact on our Home Care clients, and whilst inconvenient, are collectively designed to keep you well and safe.

To further protect our Home Care clients and staff against Coronavirus we have put in place the following additional measures.

Effective immediately:

- All staff have access to hand sanitiser in their PPE kits and are practicing hand hygiene before and after visiting each client.
- All staff will wear gloves during services regardless of service type. Staff are equipped with PPE kits and are trained to utilise these dependent on need and circumstance of each client.
- To further minimise risk of unnecessary exposure staff will now call all clients prior to attending services. This will enable staff to determine their possible exposure to the virus and determine if they are well and are not experiencing any symptoms. If a client is unwell with symptoms the staff member will contact our office and be assessed by our Clinical Co-ordinator. Necessary actions will be taken on a case by case basis, including contacting family.
- Should a client need to utilise a staff member's vehicle they have been advised to take the necessary infection control precaution actions which include wiping over all hard surfaces including door handles and seatbelts with an alcohol based product.
- Following the government directive and health advice to minimise exposure, Crowley are also discussing with clients and families the need to travel outside of the home. Many families are already deciding to minimise this and rearranging services accordingly.
- Crowley has an Emergency Management Team and in this instance has developed a COVID-19 Taskforce. The taskforce meet regularly and frequently in response the daily communications and rapidly changing situation.
- Crowley has a staff member dedicated to review staff wellness, leave and return to work. Staff are also well versed in infection control and outbreak management and self-reporting of any illness. In this current situation we have additional checks that are in line with government

directives and all staff are aware of these requirements. Staff returning to work following an absence also undergo a vital signs check and interview on the day of return prior to commencement of work.

- 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.

- 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 Home Care clients and the public. The café is now only accessible to residential care residents, their visitors and on-duty staff.

Additional suggested protection measures

As our Home Care clients are in the high-risk group we recommend that you limit your movements in the general community, instead placing a higher emphasis on remaining at home.

Clients are also reminded of the Federal Government Directive regarding public gatherings both inside and outside. The key directive being that social distancing is essential and everyone at the gathering should be at least 1.5m apart or 1 person per 4m². Please avoid physical touching at all times, practice good hand and cough hygiene and do not go out if you are unwell.

The Crowley COVID-19 Taskforce is monitoring this quickly evolving situation on a daily basis. This may require further additional measures for our Home Care community. We promise to keep you updated with changes as they arise in this evolving situation.

Thank you for your support and understanding as we all work together to continue to keep our Crowley Family and community safe and well.

Yours sincerely

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

Michael Penhey
CHIEF EXECUTIVE OFFICER