

9 December 2022

Dear Residential Care Residents Families and Friends

As we enter the month of December our thoughts turn to celebrate Christmas.

This is especially true for our residents and as such we actively plan for Christmas Day to ensure the best possible experience for residents, families and staff.

This communication is to bring you up to date with what is happening at Crowley so that you can plan accordingly. Planning is well underway as you can see below.

CHRISTMAS LUNCHEON AND PARTIES:

- **Residential Care Residents - Pre-Christmas Parties**

In the lead up to Christmas we will host two Christmas parties for Residential Care residents held in the Entertainment Room.

Tuesday 13 December – Missingham, Serpentine, Riverview & Rosebank residents

Wednesday 14 December - Banksia, Lillipilli & Prospect residents

Santa will be in the house the entire week at Crowley and his team of helpers will make sure that everyone has a lovely time.

- **Residential Care Residents - Christmas Day Luncheon 25 December**

Residents who are “staying in” on Christmas Day will share a special Christmas Day Lunch in the Entertainment Room with lots of celebrations and music.

CHRISTMAS DAY EXCURSIONS AND VISITS:

- **Book ahead for Christmas Day**

We ask families to submit their Christmas Day Resident Excursion Notification Form (attached) and book ahead for Christmas Day visits by 16 December.

Thank you to those who have already advised us of their plans for Christmas Day. This information assists us to better plan for what is a very busy day.

WHAT TO EXPECT ON CHRISTMAS DAY:

Christmas Day is traditionally a very busy day for residents and staff. We make every effort on the day to assist residents to get ready on time for their Christmas Day excursions or visits. To ensure the day runs as smoothly as possible please be aware of the following.

- **Concierge**

To facilitate the required health screening and check-in process the Concierge Desk will be staffed during the following times on Christmas Day.

- 9:00 am to 12:00 pm
- 1:00 pm to 6:00 pm

As staff will be assisting residents prepare for visits and excursions, attend the Christmas Day Luncheon and festive activities, the main Reception door will be closed and the intercom will NOT be manned:

- before 9:00 am, or
- between 12:00 pm and 1:00 pm

Residents returning after 6:00 pm will need to use the intercom on the reception door. Please keep in mind that Christmas Day is a busy day and it may take staff longer than usual to respond.

- **Christmas Day Excursions**

As staff will be assisting residents to get ready for their day, families will need to collect residents from their rooms on Christmas Day. With this in mind we recommend that you allow sufficient time for Christmas Day Entry Procedures outlined below.

- **Christmas Day Visits**

If you are visiting your loved one at Crowley on Christmas Day you are welcome to join them for Christmas Lunch in their room. The cost for family members is \$40 per head and must be pre-booked by Monday 19 December. Meals will be delivered to residents' rooms from 12.00pm.

Please Note: Barney's Café, Barney's in the Plaza and the Verandah at Barney's will be CLOSED on Christmas Day.

- **Christmas Day Entry Procedures**

Everyone entering the facility, including families collecting residents for excursions, must have completed the normal health screening and entry process including advising if they have undertaken and received a negative result from a COVID-19 Rapid Antigen Test on the day. Crowley continue to make available Rapid Antigen Tests for visitors who have not already completed a RAT.

We encourage you to make your plans early and allow enough time to complete the required check-in process.

- **Parking and Transportation**

To ensure pickups and drop-offs run smoothly we will need to avoid congestion outside the main entrance. All visitors are asked to park in the allocated visitor car

parks and not leave their car in the driveway in front of reception during pick-up or drop-off.

Being mindful of staff and resident safety, staff will not lift residents into or out of cars. Please consider this in your choice of transportation on the day. Book ahead of time if you will require a wheelchair taxi.

- **Christmas Presents**

If a resident has received gifts of clothing or electrical items please remember that these will need to be put aside for labelling and tagging.

Thank you for helping us to make Christmas Day special for our residents.

Merry Christmas



Kelli Potts
EXECUTIVE MANAGER
OPERATIONS & FINANCE

CHRISTMAS DAY RESIDENT EXCURSION NOTIFICATION

To be completed by the Resident or their nominated alternate decision maker (Enduring Guardian).
Please return by 16 December 2022

Resident Details	
Residents Name:	
Date of Birth:	Room No:

IMPORTANT
Please ensure that if you have any special requirements for Christmas Day (e.g. special clothing, hats, sunglasses etc) these are communicated to Care Staff in the relevant area prior to Christmas Day.

External Excursion Details

IMPORTANT: The Concierge Desk will be staffed during following times on Christmas Day.

- 9:00am and 12:00am
- 1:00pm and 6:00pm

Outside of the above times the main Reception door will be **CLOSED** and the intercom will not be manned.

Departure time – when are you leaving?	Morning	9:00	9:30	10:00	10:30	11:00	11:30
	Afternoon	1:00	1:30	2:00	2:30	3:00	3:30
		4:00	4:30	5:00	5:30		
Arrival time – when are you returning?	Morning			10:00	10:30	11:00	11:30
	Afternoon	1:00	1:30	2:00	2:30	3:00	3:30
		4:00	4:30	5:00	5:30		
Destination – where are you going?							
Name of Escort – who are you going with?							
What is their relationship to you?	<input type="checkbox"/> Family <input type="checkbox"/> Friend <input type="checkbox"/> Other						
How do we contact you in an emergency?	Mob:			Email:			

Signature:	Date:
Escort Declaration – I have approval from the Resident's Enduring Guardian / Substitute Decision Maker for this excursion	
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA – Resident has capacity	