

25 March 2020

Dear Residents, Families, Visitors and other Stakeholders

Last week we contacted you on a number of occasions regarding the government directives and resultant changes to access the Crowley Residential Care building.

These measures are to ensure the health and safety of all Australians and in particular our most vulnerable in aged care during the Coronavirus (COVID-19) pandemic.

Last night the government announced a range of further measures to limit the movement of people in the community in an attempt to arrest the rapidly growing number of community cases. This trend is being mirrored in our Northern Rivers community.

Therefore we have had to make the difficult decision to further restrict visitors to our Residential Care facility.

FROM THURSDAY 26 MARCH 2020 CROWLEY RESIDENTIAL CARE FACILITY VISITOR ARRANGEMENTS ARE:

- **Visiting times are now between 10.00am and 1.00pm Monday to Friday**
- **Visiting days are weekdays only**
- **Visits will be restricted to one visitor only per day of either family or a close friend**
- **Visits are to be with the nominated resident only**
- **Visits will be restricted to 30 minutes duration**
- **Visits must be held in the resident's room, an outdoor area or in one of the areas designated by the facility**
- **Visitors must be able to demonstrate that they are following government directives in regard to social distancing and responsible community behaviour**

We understand this is a significant measure and a difficult time for families and this situation may change in the near future should circumstances change in this uncertain time.

Please be reassured special arrangements are in place should a resident commence on an end of life pathway. These arrangements will be discussed directly with families under the guidance of our Clinical Manager and Executive.

We are also asking families to observe our recommendation that residents should not leave the facility unless they are attending an essential medical appointment. COVID-19 is a community transmitted virus so minimising exposure to the community for all residents is essential for their safety.

Crowley has also now received our supply of resident Flu Vax for resident immunisation. This is also a key step in protecting our residents and administration of this will commence immediately once consent is received from the resident, through their GP or person responsible.

We understand life will be different for all of us for this period. We continue to do all we can to provide the best care, support and socialisation for all residents in line with the new government directives including:



Resident Connection Kiosk – This facility is designed to enable residents to access technology to remain connected to family via applications such as Skype. We are currently finalising setup of this facility. The kiosk will be set up in the two Interview Rooms near Barney's Café. Staff will be trained over the coming days to facilitate this interaction.

Resident Wifi Access - to help families stay connected Crowley has established ResWifi that is now available and free of charge to all residential care residents. Please advise Reception who will arrange connection. Residents who currently subscribe to Crowley's paid Wifi service will have their charges waived during this time.

Leisure & Lifestyle Program - Our fabulous L&L Team are working on a revised program for residents accounting for our need for social distancing.

Our incredible teams of care and support services staff remain fully committed to caring for our residents' enjoyment and needs during this time of restrictions.

Barney's Café - Barney's Café will continue to be available to Residential Care residents for takeaways only. Staff will support residents to access this facility.

Coco's Hair & Beauty Salon - Coco's Hair Salon remains open for Residential Care residents for 30 minute appointments only. Due to the new Government restrictions and safe practice, the Beauty Salon is closed until further notice.

Lolly Trolley - Changes have been made to this much loved lolly trolley service. Residents will now be able to complete an order with staff who will arrange for the items to be delivered to their room.

Family Deliveries – for families who wish to have items delivered to their loved one, this can happen by calling Crowley Reception. We will advise of a drop off point and arrange delivery to the resident.

Please be reassured residents will still have access to medical reviews, medication and all necessary care.

As you know there is an overwhelming amount of information being circulated within the community and media, not all of it factual about COVID-19. To simplify this for our residents we attach the Department of Health – **FACT SHEET: For Older Australians on COVID-19.**

It is a reliable resource for all of our residents, families and friends, many of whom are in this vulnerable group. Remember Crowley is here for you and our COVID-19 Taskforce is monitoring the situation on a daily basis with your health and wellbeing our top priority.

We know some of the measures outlined above and previously communicated to you are impacting our Crowley Family in many ways. There may be further measures required in the future. 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. The feedback we have received has been overwhelmingly positive and supportive and we could not do this without that support.

Warm regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER