

25 March 2020

Dear Crowley Independent Living Residents, Families and Friends

In light of the rapid increase in COVID-19 cases in the community and to reduce the risk of exposure we have had to initiate some new and highly restrictive measures detailed below. Please read and follow these directions which are collectively designed to help keep you safe.

Firstly we have had to make the difficult decision to further restrict visitors to the 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 friends of residents. This situation may also 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.

Independent Living Reception Hours

The Residential Facility access will now be closed outside of the new visiting hours. Therefore access to Reception for Independent Living residents will also be restricted to between the hours of 10.00am – 1.00pm on weekdays only.

Additional necessary facility and service closures

The following additional closures have also been made in accordance with the announcement of the Prime Minister last night:

- **Library** - The library is now closed until further notice. We will investigate a home delivery book service for IL residents and will provide you with details on this service as soon as possible
- **Hydrotherapy Pool** – The pool is no longer allowed to be utilised and will remain closed to all users until further notice
- **Coco's Hair & Beauty Salon** - We regret we can no longer offer salon services to IL residents due to mandatory access and service time restrictions.
- **Activity Centre & Gardenia Room** – These are now closed in accordance with government directives regarding community spaces.

- **Chapel** – We deeply regret that the Chapel can no longer be accessed by IL residents. This is in accordance with the essential visitor rules in residential care.

Please be assured we understand the impact these measures have on our Independent Living community. However, they are necessary for the protection of our community, in accordance with government directives and designed to reduce the risk of exposure for all of our vulnerable population.

Support for IL Residents at home

We have been working behind the scenes to support our IL Residents at home with additional services during this difficult time. These services are:

Barney's Café Village Delivery - Whilst Barney's Café is closed to Independent Living Residents and the public, we have a Barney's Café Village Delivery service starting on Friday 27 March and running 6 days per week (Monday to Saturday). See the attached menu with details on how to order from your home.

Crowley Meal Service - Independent Living residents are reminded they can access Crowley's mobile meal service by contacting Reception the day prior and placing their order.

Grocery Deliveries - Crowley has an arrangement with SPAR Supermarket in West Ballina for phone orders and priority home delivery service for our IL village residents. We are preparing an Order Form for residents and will make it available as soon as possible. In the meantime, IL Residents can call Crowley Reception to place an order.

Pharmacy Deliveries - We can confirm the following pharmacies will do home deliveries for IL village residents free of charge.

- Tamar Village – 6686 7489
- Terry White – 6686 8800
- Blooms – 6686 9202

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 have attached the Department of Health – **FACT SHEET: For Older Australians on COVID-19**.

It is an excellent and reliable resource for all of our residents and clients, as well as their 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