

25 March 2020

Dear Clients, Carers and Families of Crowley Home Care, Veterans Services and Transitional Care and Private In-Home services.

Firstly we want to reiterate that Crowley Care is here for you and your family during the COVID-19 pandemic.

As you are aware, the government continues to announce measures to limit the movement of people in an attempt to arrest the rapidly growing number of cases of COVID-19 in the Australian community. This trend is being mirrored in our Northern Rivers community.

Therefore to protect our clients, carers, families and our staff across these services even further we must take further action to reduce the potential of transmission.

Please see below further necessary changes to the delivery of our in home services that will come into effect on **Friday 27 March 2020**.

**New measures introduced:**

- Home Care Transports  
Will now be reduced to essential transports only e.g., GP or specialist visits. Please note Crowley staff will not accompany the client into the clinic. They will of course facilitate contact on their behalf and ensure they are taken care of by clinic staff.

Where a transport is required staff will utilise a Crowley vehicle. These are fully maintained and are equipped with sanitiser wipes and spray to ensure sanitisation between clients. Where possible clients will be asked to sit in the back seat passenger-side of the vehicle to maintain social distancing.

- Socialisation  
Outings and drives have ceased as prolonged periods in motor vehicles pose an unnecessary risk to clients and staff; and it is not recommended older Australians move about in the community with many venues no longer accessible.  
In-home respite and socialisation will now be limited to one hour. During this time staff and clients are to observe safe social distancing practice.
- Domestic Assistance  
Domestic assistance services will continue as currently scheduled on our current roster. Service times will be reduced to a maximum of one hour in the next roster.

We are requesting clients to assist us by allowing staff to work in a separate room whenever possible while in the home. This will reduce exposure between the client and the staff member.

- Shopping Services

Shopping trips will now be unaccompanied and reduced to essential items only that cannot be obtained through home delivery methods. Staff will no longer be allowed to utilise cash for purchases due to increased infection control measures. We are asking clients or their families to assist us by purchasing a gift card for either Coles or Woolworths or Eftpos debit card that can be used on their behalf. Please let us know if you need assistance in arranging this.

We would also recommend clients access the new online ordering arrangements put in place by Coles and Woolworths. Please let our staff know if you need assistance with this.

Crowley is in the process of making arrangements with local businesses to ensure our clients have access to goods and services including medications.

- Pharmacy Deliveries

Crowley has confirmed the following pharmacies will do home deliveries free of charge.

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

- Crowley Meal Service

Home Care clients are reminded they can access Crowley's mobile meal service either through their service package or privately. Please contact the Crowley Reception the day prior to discuss placing an order.

- Food Deliveries

Ballina Community Deliveries has established a Facebook page. This provides links to local businesses delivering a range of goods in our local community.

- Entertainment and Activities

Crowley is recommending that clients and their families discuss the many ways they can stay connected and entertained whilst in self isolation. Does your loved one have access to a device such as an iPad to enable video calls? Magazine, electronic books and newspaper subscriptions and pay TV and music subscriptions are all available and easy to arrange. Board games, books and cards and many other ideas for in-home activities can be considered and most can now be accessed through your package due to current circumstances.

- Personal Protective Equipment (PPE)

Please be assured that Crowley staff have access to Personal Protective Equipment and hand sanitising facilities. Staff have been trained in their use and will utilise these as and when needed.

## **Tracking all visitors**

Similarly, monitoring exposure in the home is very important for our clients and we understand you may have a number of visitors other than Crowley staff. To assist you in keeping track of visitors and your own exposure we are providing clients with a **Visitor Sign In** sheet for their home.

There is an overwhelming amount of information being circulated within the community and media, not all of it factual. In order to simplify this for our residents we have attached the Department of Health – **FACT SHEET: For Older Australians on COVID-19.**

This 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.

The Crowley COVID-19 Taskforce continues monitoring this situation on a daily basis. We know some of the decisions are impacting our Crowley Family and 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. We could not do this without your support.

Warm regards



Michael Penhey  
**CHIEF EXECUTIVE OFFICER**