

13 January 2022

Dear Crowley Home Care Clients, Carers and Families

Welcome to 2022. For many the year did not start as we hoped with our community experiencing a rapid rise in Omicron cases.

The current wave has affected a number of staff, clients, their families and friends and we wish them a safe and speedy recovery.

Despite this we continue working with our Home Care clients and families providing essential services as planned. This includes personal care, medication support and wound care.

However, as you can appreciate at this time staffing and services may be impacted, so please bear with us if that is the case for you. If you are experiencing symptoms or have been exposed to COVID-19 we may have to reschedule or reduce your non-essential domestic services. If you need advice or to advise of a cancellation please contact Crowley Customer Service.

Safety First

Here are some things we need to do to keep us all as safe as possible.

- **Pre-visit staff calls.** Our pre-visit staff calls continue prior to each service to determine if clients are experiencing symptoms. If clients are unwell our staff can give current advice on testing and provide support.
- **Masks and face shields.** Masks and face shields will be worn by staff when attending to client services. Clients are to wear a mask whilst staff are in attendance as per the current recommendations. Those clients living with dementia or lung disease and who are unable to wear a mask are asked to maintain the 1.5m distance from staff during the service.
- **Staff health screening.** We continue to perform staff health screening daily to ensure our staff are well to attend services.
- **Transport services.** Clients will be required to maintain a safe distance and travel in the back seat wearing a mask.
- **Shopping and meal services.** We can provide unaccompanied shopping services if you choose not to go out. Our staff can assist with online grocery shopping with one of the major supermarkets. Crowley's delicious Mobile Meal Service is available for clients and can be ordered by contacting Crowley Customer Service on 1300 139 099.

Your wellbeing

As most clients are choosing to self-isolate, we are mindful this can lead to loneliness and low mood. We are here to support you and your wellbeing. If you need support call us to discuss solutions to keep you connected.

- **Wellness checks and medication prompt services.** These services can be provided by our staff via telephone if this is your preference. Please contact the Home Care office staff directly should you wish to discuss and arrange.
- **Family support.** We are reaching out to families and friends to assist in supporting your loved ones, where possible, including regular contact by phone or in person, during these unprecedented times.
- **Visitors.** Monitoring exposure in the home is very important for our clients and we understand you may have a number of visitors in addition to Crowley staff. To assist you in keeping track of visitors and your own exposure we continue to provide clients with a Visitors Sign-in sheet for the home.
- **Rapid Antigen Test kits.** We strongly advise you obtain or provide your loved ones with an in-home test kit to keep at home in the event of being unwell or if you are concerned about potential exposure. This is a good option for those who are not able to easily access a testing clinic. We appreciate kits are hard to come by at the moment and hopefully the situation will improve.
- **Keep in touch.** It's imperative we maintain communication if you or a member of your household has been affected by COVID-19. We thank you and your family in advance for keeping in touch with us about your situation, should it change.

I would like to thank our Home Care clients for remaining vigilant throughout this time and continue to encourage you to be especially cautious in your movements and in your COVID safe practices.

Without exception the health advice is to wear a mask whenever possible as it has a significant impact in reducing transmission.

We thank you for keeping us updated and we thank you for your understanding and support.

Kind regards



Michael Penhey
CHIEF EXECUTIVE OFFICER