

11 May 2020

Dear Crowley Independent Living Residents, Families and Friends

Again, we want to thank you all for the way you have all worked with us and contributed to the safety of the village over these past weeks.

It has certainly been a time of significant change. The volume of information we are all experiencing is unprecedented and keeping across that and interpreting it for Crowley has certainly kept us occupied.

We are fortunate that there have been some very clear government directives and public health orders that are relatively easy to explain and enforce. The greater challenge has come from the areas of less clarity where interpretation is required, be it at state, community or organisational level.

### **NSW Lockdown Restrictions Eased**

Yesterday the NSW Government announced that from 15 May they would adopt some of the Australian Health Protection Principal Committee's (AHPPC) recommendations and commence Phase 1 easing of community lockdown orders.

Crowley has throughout this pandemic taken a cautious approach. We intend to continue to do so allowing a period of time after each step out of lockdown to monitor community impacts and assess the risk to our residents.

Having reviewed the elements in Phase 1 we have determined that there are no significant changes that will alter the arrangements currently in place in relation to the closure of the Crowley Café, Salon and other site facilities.

And, whilst this easing is good news we continue to encourage all of our residents to remain vigilant in adhering to the health advice as we move forward together cautiously.

### **REMINDER Fluvax requirements from 1 May 2020**

In our communication of 20 April we advised you of the new Public Health Order that requires all persons entering an aged care facility to be vaccinated against influenza.

This means Crowley must ensure that anyone who wishes to enter the residential care building is vaccinated and able to provide evidence to that effect.

We are encouraging all Independent Living residents to have their 2020 Flu Vax. This is important advice in protecting our vulnerable over 70's across the site from respiratory illness. It will also ensure all residents have safe access to shared facilities allowing seamless movement of residents between our shared facilities and spaces as future easing measures are enacted. We have already been advised by a number of residents that they have been vaccinated and received their certificates.

Crowley has also made the decision that this requirement will be site wide for all Crowley staff, contractors and suppliers. The safety of our residents is paramount and Crowley has worked



with staff to ensure we are already 100% compliant. We are now working with our suppliers and contractors to achieve this.

If you have any questions about vaccination I encourage you to contact us so we can be of assistance.

### **Discharge from Hospital**

Crowley has a close working relationship with health professionals and hospitals across the region and this has continued during the pandemic. We continue to work closely with the Public Health Unit and Local Area Health networks to manage hospital care for our residents and clients.

We have an undertaking that all people discharged from hospital will have been screened prior to discharge. This is to ensure they are safe to return home and they will not be discharged should they display any of the identified symptoms for COVID-19.

We remind Crowley residents that it is important to continue to observe social distancing within the village and in your daily activities, and in particular after a hospital stay. Many residents have already been imposing their own self-isolation and this remains a good idea. We would recommend residents stay close to home for 7 days post discharge in order to monitor their recovery and any symptoms that may develop.

Crowley staff delivering direct care to these residents will wear PPE in line with our infection control protocols.

With community testing becoming more readily available, the NSW government is recommending that members of the community contact their GP for advice and testing should they display any symptoms or wish to be tested.

### **Home Deliveries**

Our dedicated IL staff are committed to making sure our Independent Living residents remain safe and well cared whilst staying at home. Residents have been utilising the Spar Shopping Service and Barney's Café home deliveries, both delivered to your door by the IL staff team.

If you wish to access the Spar shopping service or Barney's Home Delivery contact Crowley Reception. Orders are placed by Wednesday each week, for a Friday lunchtime delivery to your door. Payment is arranged through your Crowley Account. Easy!

### **Wellness Calls**

While we continue with village Wellness calls, you are encouraged to reach out to your Independent Living team, for a chat, some social support, to help look out for your mental health, or simple seek some assistance with shopping. We are here!

## Recurrent Charge & Budget Meeting 2020

A reminder that the voting process is currently underway with many residents already participating.

Voting closes on at 3.00pm on Friday 15 May. The voting will be conducted by the IL Resident Returning Officer representing the Independent Village residents and with the support of a Crowley staff member. This is in accordance with the procedural advice of the NSW Office of Fair Trading.

Your vote is important to the operations of the village and we encourage every resident to complete their ballot form and lodge it in one of the 4 boxes located across the village.

If you require support or have a question regarding this process please contact Jenny Kliese of David Crosby.

## Keeping Connected

It has been wonderful to see the ways Crowley as a community has supported each other and remained connected. Easter and ANZAC Day, whilst different this year, not only allowed us to reflect in very personal ways but to build on our wonderful sense of community. There is a sense of being together, despite being apart.

The take up of connection through technology has also increased dramatically across our services and we remind you if you wish to know more about chatting with family via a video call, please speak to us. We have the technology and the friendly team to help.

Thank you all once again for the way in which you are responding to this unprecedented community challenge.

Kind regards



Michael Penhey  
**CHIEF EXECUTIVE OFFICER**

# 3 STEP FRAMEWORK FOR A COVIDSAFE AUSTRALIA

**MAINTAIN 1.5M DISTANCING AND GOOD HYGIENE • STAY HOME IF UNWELL • FREQUENTLY CLEAN AND DISINFECT COMMUNAL AREAS • COVIDSAFE PLAN FOR WORKPLACES AND PREMISES**

**ALL STEPS ARE SUBJECT TO EXPERT HEALTH ADVICE – STATES AND TERRITORIES CAN IMPLEMENT CHANGES BASED ON THEIR COVID-19 CONDITIONS**

## **GATHERINGS & WORK**

**STEP 1: The important first small steps — connect with friends and family — allowing groups of people to be together in homes and in the community. Businesses reopen, and more people return to work**

- Non-work gatherings of up to 10
- Up to 5 visitors at home in addition to normal residents
- Work from home if it works for you and your employer
- Workplaces develop a COVIDSafe plan
- Avoid public transport in peak hour

## **EDUCATION & CHILDCARE**

**STEP 1: The important first small steps — connect with friends and family — allowing groups of people to be together in homes and in the community. Businesses reopen, and more people return to work**

- Child care centres, primary and secondary schools open as per state and territory plans
- Universities/technical colleges to increase face-to-face where possible and prioritise hands-on, skills based learning

## **RETAIL & SALES**

**STEP 1: The important first small steps — connect with friends and family — allowing groups of people to be together in homes and in the community. Businesses reopen, and more people return to work**

- Retail stores open
- Retail stores and shopping centre managers must develop COVIDSafe plans
- Auctions/open homes can have gatherings of up to 10, recording contact details

## **CAFES & RESTAURANTS**

**STEP 1: The important first small steps — connect with friends and family — allowing groups of people to be together in homes and in the community. Businesses reopen, and more people return to work**

- May open and seat up to 10 patrons at one time
- Need to maintain an average density of 4m<sup>2</sup> per person
- Food courts are to remain closed to seated patrons

## ENTERTAINMENT & AMUSEMENT VENUES

**STEP 1: The important first small steps — connect with friends and family — allowing groups of people to be together in homes and in the community. Businesses reopen, and more people return to work**

- To remain closed: Indoor movie theatres, concert venues, stadiums, galleries, museums, zoos, pubs, registered and licensed clubs, nightclubs, gaming venues, strip clubs and brothels
- Exception: Restaurants or cafes in these venues may seat up to 10 patrons at one time

## SPORT & RECREATION

**STEP 1: The important first small steps — connect with friends and family — allowing groups of people to be together in homes and in the community. Businesses reopen, and more people return to work**

- No indoor physical activity including gyms
- Community centres, outdoor gyms, playgrounds and skate parks allow up to 10 people
- Outdoor sport (up to 10 people) consistent with the AIS Framework for Rebooting Sport
- Pools open with restrictions

## ACCOMMODATION

**STEP 1: The important first small steps — connect with friends and family — allowing groups of people to be together in homes and in the community. Businesses reopen, and more people return to work**

- Continue current arrangements for caravan parks and camping grounds (closed to tourists in some states and territories)
- Hostels and hotels are open for accommodation

## WEDDINGS, FUNERALS & RELIGIOUS SERVICES

**STEP 1: The important first small steps — connect with friends and family — allowing groups of people to be together in homes and in the community. Businesses reopen, and more people return to work**

- Weddings may have up to 10 guests in addition to the couple and the celebrant
- Funerals may have up to 20 mourners indoors and 30 outdoors
- Religious gatherings may have up to 10 attendees
- Every gathering must record contact details

## **HAIR & BEAUTY SERVICES**

**STEP 1: The important first small steps — connect with friends and family — allowing groups of people to be together in homes and in the community. Businesses reopen, and more people return to work**

- Hairdressers and barber shops open and record contact details
- Beauty therapy and massage therapy venues, saunas and tattoo parlours remain closed

## **DOMESTIC TRAVEL**

**STEP 1: The important first small steps — connect with friends and family — allowing groups of people to be together in homes and in the community. Businesses reopen, and more people return to work**

- Allow local and regional travel for recreation
- Refer to state and territory governments for border restrictions and biosecurity conditions