

1 April 2020

Dear Residents, Clients, Families, Visitors and other Stakeholders,

By now you will have seen in media reports there has been a significant increase in COVID-19 cases in the Northern Rivers community. We have been advised it is likely the number of cases will continue to rise, at least in the short term.

Therefore, to protect our residents and staff as best we can, and after wide consultation over the past two weeks, we have made the decision to close the Residential Care facility to all visitors until at least 1 May 2020.

This decision has been a difficult one but we feel we are now at the point that the increasing risk leaves us no other option. It is fully endorsed by our Board who have been supporting our Executive through all the significant decisions during the COVID-19 situation.

**FROM 1.00PM ON FRIDAY 3 APRIL 2020,
CROWLEY RESIDENTIAL CARE FACILITY
WILL BE CLOSED TO VISITORS.**

We understand this is a very significant measure and a difficult time for families.

Whilst visits will not be possible during this period there will be some exceptional circumstances when visits are permitted in line with the government directive in relation to compassionate and end of life visits. These will be considered on a case by case basis.

We understand the important role visitors play in the lives and wellbeing of our residents, and know these restrictions can be distressing and will require some adjustment.

We are committed to doing all we can to keep families and friends connected. As previously advised, we have, and are continuing to develop a number of measures for families and friends to stay connected with their loved ones in our Residential Care facility. This includes:

Resident Connection Kiosk – enables residents to access technology to remain connected to family via applications such as Skype. The Kiosk is set up in the two Interview Rooms near Barney's Café. Staff have been trained to facilitate this interaction;

Resident Wifi Access - to help families stay connected our ResWifi is now available free of charge to all residential care residents. Please advise Reception who will arrange connection;

Creation of an Activities Plan and dedicated Coordinator – we have been working on an expanded Activities Plan that incorporates our Leisure & Lifestyle Program with innovative technical connections for our residents. A raft of appropriate social events and entertainment are currently being planned;

Deployment of organisational staff to support existing programs – we have many talented and committed staff who will be providing additional support at this time. It includes an expanded Activities Plan in a range of ways, such as assisting with phone calls between you and your loved one.



During the lock-down period families with items to be delivered to their loved one, please call Crowley Reception. We will advise of the drop-off point and arrange delivery to your loved one.

Please be reassured that our residents' health and safety is at the heart of all of our decisions as we continue providing quality care.

We thank you for your ongoing support and I promise to keep you informed as we progress together through this COVID-19 situation.

Warm regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER