

20 August 2021

Dear Residents, Families, Visitors and other Stakeholders

Yesterday Premier Gladys Berejiklian announced a further extension to the lockdowns in Regional NSW until at least 12.01am Saturday 28 August.

As you would expect in light of this, and pending the lifting of the Stay-at-Home orders, the facility will remain closed to visitors until 8:30 am Saturday 28 August.

Resident excursions continue to be limited to essential medical appointments only until further notice.

As the Stay-at-Home orders have been extended Crowley will continue to assess requests for access on compassionate grounds. *Compassionate Access* supports residents by ensuring they maintain contact with loved ones who provide 'essential caring functions' on a day-to-day basis.

Our assessment of requests for access on compassionate grounds will be in line with:

- the most recent advice from the Chief Health Officer for Residential Aged Care Facilities
- the guidance outlined in the Industry Code for Visiting Residential Aged Care Homes during COVID-19
- the CDNA National Guidelines for the prevention, control and public health management of COVID-19 outbreaks in residential care facilities in Australia.

A decision to admit a visitor on compassionate grounds will therefore be based on an assessment of the day-to-day role they play in the essential care of the resident and the risk posed to the resident, staff and other residents of Crowley.

Visitors, whether casual or regular, who do not play a role in the essential care of the resident on a day-to-day basis will not be granted *Compassionate Access* at this time.

If granted *Compassionate Access* the visit will be contingent on the visitor adhering to all additional precautions, including being escorted directly to and from the resident's room, wearing a mask, remaining within the resident's room for the duration of the visit and following all reasonable directions of staff.

Please be reassured that we are focused on ensuring all residents are able to maintain important connections with family and friends in the safest way possible. For those not eligible for *Compassionate Access* we encourage them to take advantage of one of our alternative connection channels.

Resident Connection Kiosk – enables residents to access technology to remain connected to family via applications such as Skype.

Resident Wifi Access - to help families stay connected our ResWifi is available free of charge to all residential care residents.

Resident Deliveries during the lockdown period families with items to be delivered to their loved one.



If you would like to arrange a connection with your loved one or the delivery of goods to them please call Crowley Reception who will work with you to arrange a suitable time.

As always stay safe, stay-at-home, and we will continue to keep you informed of any changes.

Warm regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER