

29 January 2021

Dear Residents, Families and Visitors

On Wednesday we advised that due to the current trend of no community transmission of COVID-19 we were able to further relax visitor restrictions from Monday 1 February with:

- no restrictions on the number of visitors
- no limit on the duration of visits
- no limit on the number of visits each day

In response to our communication we have received a number of questions asking for clarification around the need to pre-book visits.

Please be aware that the requirement to pre-book visits will continue.

As a residential aged care provider, Crowley must:

- ensure that prior to entry all visitors to Crowley check-in electronically, to support contact tracing, and undergo health screening,
- manage the maximum number of people within the facility at any one time to enable everyone to safely maintain 1.5m physical distance,
- confirm that all visitors understand what is required of them from an infection prevention and control perspective including hand / respiratory hygiene and face masks,
- safeguard the health and wellbeing of all residents by ensuring that visits are conducted in designated areas only and that visitors are not moving between rooms, inadvertently interacting with other residents or congregating in halls and communal areas.

For these reasons all visitors will continue to be escorted to and from visits and to better manage that process pre-booking of visits will continue.

In addition, as we manage visits within the limitations presented by COVID-19 we must ensure that all residents have an equal opportunity to connect with their family and friends.

Our current visitor booking system ensures that we have visibility of who has had visitors and who may have missed out on connecting with their loved ones as a result of maximum visitor numbers being reached.

If you would like to book a visit please contact our Communications Team to book a time for your visit. This can be done via email (communications@crowley.org.au) or by calling Crowley on 1300 139 099 and pressing Option 1.

Thank you for your patience, support and understanding as we all navigate our way through the new normal of life with COVID-19.

Regards

A handwritten signature in black ink, appearing to read 'Michael Penhey', written over a light grey horizontal line.

Michael Penhey
CHIEF EXECUTIVE OFFICER