

5 May 2020

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

Thank you for your ongoing support as we manage together through these unusual times.

I am writing with news of changes to Crowley's visitor arrangements to our residential care facility.

I am pleased to advise, commencing 6 May we will be facilitating face to face visits for family members and immediate social support persons. These visits will be by appointment only and conducted in the visiting spots we have established around the Barney's café area to minimise the risk of virus transmission. Please note there will be no resident access to the outdoor seating at Barney's to accommodate this change.

Our aim is to apply a compassionate and consistent visitor policy that continues to minimise the risk of COVID-19 whilst continuing with our innovative connections at Crowley to support the well-being of our residents and their loved ones.

This will be a gentle opening of our facility to some visitors and is consistent with our desire to balance allowing face to face connections between our residents and their loved ones, with the beliefs of some residents and families that the current restrictions should remain.

The government and industry have jointly released a new Draft Visitor Access Code for aged care facilities which is currently open for consultation. We will continue to monitor the development of the code to assist us in enabling a transition to normality whilst adhering to strict guidelines. Our number one priority is safety whilst allowing connections between our residents and their loved ones as we know just how important this is for the wellbeing of our entire "Crowley family".

As we open in a careful and planned way, your support is vital if we are to continue to keep everyone safe. At this stage we have **a limited number of defined spaces set aside for these visits** to occur. So we need to be mindful of everyone's needs, by remaining generous and kind-hearted as we work together around these restrictions.

Whilst this is good news, please **carefully read all the points below** for the precise details of what you need to do to assist us in making this important change safely.

- All visits are by appointment only through the Crowley Communications Team on 1300 139 099 or communications@crowley.org.au (Please do not try to make arrangements directly with care staff)
- All visits will be conducted in one of the established visiting spots accessible via the Barney's Café entrance
- There will be no access into the residential care facility residential areas
- Visiting appointments will be for a maximum of 30 minutes and available between:
 - 9.30am and 4.00pm Monday – Friday
 - 9.30am and 11.30am Saturday – these appointments will be prioritised for visitors who cannot visit during the week
- Residents may have up to 2 visitors at a time – no children under 16 years of age
- Visiting areas have been setup to meet social distancing guidelines. Visitors are expected to adhere to these guidelines during visits.
- Visitors are asked to arrive 10 minutes early for their scheduled appointment to allow time for completion of a written questionnaire including providing evidence of 2020 flu vaccination, hand sanitising and temperature checking.
- Visitors are also asked to adhere to their appointment time to enable staff to carry out cleaning between each visit.
- Please follow the directions of our Communications Team during your visit

As we open in a careful and planned way, your support is vital. Families are asked to limit their visit requests, considerate of other family needs and requests. Families wishing to visit more often are asked to nominate their preferred visit times and staff will note any additional requests and advise should these become available. Bookings will be managed to ensure all residents who wish to receive visits during that week can.

Please be aware that No Visitors will be admitted if:

- They have recently been overseas or travelled on a cruise ship in the last 14 days
- They have travelled on a domestic airline
- They have been in contact with a confirmed or suspected case of COVID-19 in the past 14 days (including visits to a hospital)
- They have been in close contact with or caring for someone who is currently unwell
- They are currently or within the last 7 days have been unwell or aware of any of the following symptoms;
 - Fever
 - Night sweats or chills
 - Cough
 - Runny nose
 - Sore or scratchy throat
 - Shortness of breath
- They have a temperature of 37.6c or higher
- They are under 16 years of age
- They do not have written evidence of their 2020 flu vaccination in accordance with mandatory government guidelines effective 1 May 2020.

Meanwhile our Communications Team will continue supporting our residents with technology connections with their loved ones.

Please note our Connection Corners visits will be limited with the introduction of these controlled face-to-face visits outlined above.

In addition, letters and parcels are no longer required to be placed in quarantine. These can be handed directly to your loved one during your visit. Alternatively, Reception will continue to receive deliveries on behalf of residents.

COVID Safe App

Crowley Care supports downloading and using the COVIDSafe App because it better protects and keeps our community safe. It will also enable I believe a faster transition to a reduction in visitor restrictions.

Thank you for working with us on all these measures.

We have received great support for our actions and I thank each and every one of you for working with us.

Warm regards



Michael Penhey
CHIEF EXECUTIVE OFFICER