

18 March 2021

Dear Residents, Families and Visitors

We have some exciting news!

Late last week Brad Hazzard, the Minister for Health and Medical Research, repealed the *Public Health (COVID-19 Aged Care Facilities) Order (No 4) 2020* which placed a number of requirements on Aged Care Facilities on how visits to residents must be managed.

As a result of this announcement we have been able to review a number of our systems and are now very happy to advise the following changes.

These changes will take effect from 22 March 2021

Visits

- Pre-booking of visits will no longer be required. Of course, we always encourage notice be given to the resident so they can look forward to the visit.
- Visits may take place during the facility visiting hours (below) which will now include Sundays.

Visiting Hours	Open	Close
Monday to Friday	8:30 am	5:00 pm
Saturday & Sunday	9:00 am	2:00 pm

We ask that all visits be concluded and visitors exit the building by closing time.

- Visits may now take place within shared areas such as lounge rooms and dining rooms. We ask that visitors respectfully conduct their visit to ensure these areas remain available and accessible for the use of all residents and their visitors.
- Visitors are not required to be escorted. However, we know navigating around the facility can be a challenge if you don't visit us often. We have staff who are always happy to show you the way.
- All visitors must now enter via the main Reception door which will be monitored during visiting hours by Concierge staff. There will be no access through Barney's Café.
- All check in and screening procedures remain for all persons entering the facility. Concierge staff will conduct screening and ask each individual to check-in and show the correctly completed Visitor QR Code before granting entry. If you arrive at a busy time of the day you may have to wait a moment as screening is undertaken.
- Because not everyone can visit in person our alternative communication options such as FaceTime and Zoom will continue. To book a time please contact communications@crowley.org.au.

- **EASTER VISITING**

We will be open for Easter visits with modified hours as follows:

Good Friday, Holy Saturday, Easter Sunday and Easter Monday
10.00am – 2.00pm each day

Excursions

The process of resident excursions has also been simplified in accordance with the reduced risk in the community but continues to meet our obligations of duty of care under the Aged Care Act.

- Residents leaving the premises will now only be asked to complete a **Resident Excursion Notification Form** which can be completed on the day. This ensures we are aware of where residents are and most importantly when we can expect them back to the facility.

Residents leaving the facility should continue to practice COVID-Safe behaviours including hand and respiratory hygiene, physical distancing (1.5m) and mask wearing where this is not possible.

Barney's Café

Barney's Café will reopen to the Residential Care Facility residents, visitors and Independent Living residents. Entry will be via the main Reception door where visitors will be required to check-in and undergo screening.

Opening Times	Open	Close
Everyday	8.30am	3.30pm

Barney's in the Plaza

Barney's in the Plaza will continue to operate and will be available for residents, clients and visitors.

Opening Times	Open	Close
Monday - Saturday	9.30am	2.30pm

Note: Operating hours are subject to favourable weather conditions.

Coco's Hair & Beauty Salon

Coco's will re-open to Independent Living residents. Bookings can be made by calling Reception. Please note entry to Coco's will only be via the main Reception door where visitors will be required to check-in and undergo screening.

Opening Times (Hair)	Open	Close
Tuesday, Thursday, Friday	9.00am	4.00pm

Opening Times (Beauty)	Open	Close
Monday	9.00am	5.00pm

For many residents the return to something resembling pre-COVID normal will be viewed with excitement. However, it must be acknowledged that some residents, and their families, may have legitimate concerns about these plans to re-open. Some residents may prefer not to interact with visitors. As you move about the facility with greater freedom we ask you to please respect this and the privacy of Residents in general.

The repeal of the Public Health Order and the ongoing roll-out of the COVID-19 Vaccination program are both extremely positive steps toward a return to a more familiar way of life for residents. Relaxation of restrictions in the wider community continue to be announced and are likewise very welcome.

It is very tempting to assume that the pandemic is over in Australia and while we are certainly in an extremely positive position the risk of COVID-19 remains as evidenced by the two recent cases in Sydney and Brisbane.

As we move toward greater freedom of movement and gathering both in the wider community and here at Crowley we must remain vigilant and mindful of continuing to practice physical distancing, hand and respiratory hygiene. And, if you are unwell please stay home and help us protect all residents and staff.

Thank you for your support over the past 12 months as we have worked through these changing guidelines and restrictions.

Regards

A handwritten signature in black ink, appearing to read 'Michael Penhey', written in a cursive style.

Michael Penhey
CHIEF EXECUTIVE OFFICER