

17 April 2020

Dear Residents, Families, Visitors and other Stakeholders

We are writing to update you on how Crowley is enabling families and friends to stay connected with your loved ones and to share with you some additional protection measures we have implemented since closure of the Residential Care facility to visitors on 3 April.

Stay connected with loved ones

We now have a suite of new measures in place for families and friends to stay connected with their loved ones in our Residential Care facility at this time.

To make communication easier for you we have established a new five-person *Communications Team* who are the first port of call for families and friends to stay in touch. By now you will have received a call from one of the team, Sarah, Ebony, Paige, Esther and Keri, to ascertain the best way we can help.

By having a dedicated *Communications Team*, it allows our Care Staff to remain fully focussed on delivering quality care and our Leisure & Lifestyle Team to continue to deliver activity and diversional therapy to your loved ones in the way that we always have at Crowley.

The *Communications Team* are there for you and can for example: set up Skype sessions with residents; manage all the technology including emails (printing, reading, drafting responses and communicating reactions from residents); place phone calls; share photos and videos; and arranging visits by you to our new safe Connection Corners.

Our Connection Corners are designated safe zones where families and friends can visit residents and communicate through a glass partition. Visits by you to our Connections Corners are by appointment to ensure we can assist the resident participate fully and are undertaken with all the required COVID-19 safety measures in place. We are already taking bookings for these visits and they have been very successful to date.

For all your communications enquiries and connections at this time please email our dedicated Communications Team at communications@crowley.org.au with your full contact details and someone from the Team will be in touch with you. The Communication Team works 8:30am to 5:00pm Monday to Fridays. Please do connect with them. They'd love to hear from you.

We have also been asked by residents, families and staff to clarify the arrangements for families to 'window visit' their loved one at their room. This is something we have been keen to support however it does require the strict adherence of the following guidelines by everyone to ensure it can continue.

Window Visit Guidelines

These visits are designed for residents and families to **SEE** each other. They must be conducted through glass. Families and residents can only communicate via phone (no talking through open doors or windows)

- families to call ahead for staff awareness
- visit to be limited to 1 hour
- the visitors must practice social distancing between themselves and other families
- the visitors must respect the space and amenity of other residents during visits
- visitors must only approach the window if it is safe to do so – please do not walk or climb through gardens
- the resident must have access to their own phone – staff cannot leave their work phone with residents as these are required for call bells and contact with other staff

If you have any questions about this type of visit please contact the communications team.

We are already seeing great results and feedback from this new system from families who have embraced the technologies and new ways of staying in touch. We appreciate these measures cannot replace the physical contact and visits from family and friends which are just not possible at this time if we are to keep everyone safe.

Additionally and to keep everyone connected, we have boosted our Facebook presence with regular posts of daily life at Crowley. If you haven't already, please connect with us on Facebook and follow us on <https://www.facebook.com/CrowleyCare/>.

Additional safety measures

We have introduced some additional measures to keep everyone as safe as possible.

Flu Vaccinations

From 1 May 2020 anyone who enters the Crowley Care Residential Care Facility will need to be vaccinated with the flu vaccine, as per the Department of Health directive. As we write to you today all our eligible residents and more than 190 staff will have been vaccinated. The staff flu vaccination program is continuing and will be completed by 1 May.

Temperature and Wellness Checks

Our Temperature and Wellness Checks system for everyone who enters the Residential Care Facility, including staff for every shift, has been in place now for two weeks. This is in addition to the daily checks of all facility residents. This checking will continue as an additional measure to keep everyone safe.

Quarantine

In accordance with evolving advice and to minimise the risk of COVID-19 transfer we have introduced new Quarantine measures for all deliveries to our Residential Care facility. From 20 April all deliveries for residents will be placed in our quarantine room for 12 hours before delivery by Customer Service staff. In most instances this will be overnight. The room has been prepared to preserve the items however we are not recommending highly perishable food items as these pose a greater risk of spoiling in this process. We are also applying sanitising spray to all deliveries where possible and are wiping materials and products down if practicable before residents receive them.

We will continue updating you as we all watch and learn from the unfolding events around the world.

I want to reassure you we are fully focused on making life at Crowley as normal as we possibly can, whilst keeping everyone as safe as we possibly can, in these abnormal times.

To our entire community, thank you for your support and understanding. I'll be in touch again soon with updates as they arise.

Warm regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER