



14 April 2023

Dear Residential Care and Independent Living residents, families and visitors

Last month Australia entered the 4th year of the COVID-19 global pandemic. It would have been hard to imagine the changes we have seen impact our communities in that time.

We acknowledge the many challenges we as a Crowley Family have faced together individually and collectively and continue to be thankful for your support.

COVID-19 has changed the way we live in a number of ways and whilst COVID-19 has most definitely not gone away we are all learning to live with it.

It is with this in mind that we have chosen to take another step forward in our COVID-19 journey.

Commencing Wednesday 19 April 2023 the only restrictions to enter Crowley will be the completion of a negative RAT on the day of entry, and electronic check-in on arrival.

What does this mean for our residents, families and visitors?

Visits

There are no restrictions on where a visit can take place inside the facility.

We will continue to ask visitors to be considerate of others and mindful of residents use of common areas when visiting their home.

We **recommend visitors check with the resident prior to visiting** to ensure they have not made alternative plans. Our Leisure and Lifestyle program is once again offering regular entertainment and activities most days of the week and many residents look forward to joining in.

Further to this many Residents value their privacy and may not want an unannounced visit. It's always best to check first so that no one is disappointed.

Visiting hours are 10:00 am to 4:30 pm Monday to Friday and 10:00 am to 2:00 pm on weekends and public holidays.

Barney's Café

Under the current COVID-19 restrictions, visitors to our lovely indoor Café needed to be in the presence of a Resident. This is no longer the case and we once again welcome, and encourage, everyone to enjoy the wonderful food and refreshments available at Barney's Café.



For our Crowley Independent Living Residents, who have been very understanding and supportive throughout these past years, we welcome you **and your family and friends** to Barney's.

Barney's Café is open between 10:00 am and 3:30 pm Monday to Friday and 10:00 am and 2:00 pm on weekends and public holidays.

Barney's in the Plaza will continue to operate as normal when staffing and weather allows.

Entry requirements

All entry remains via Reception and as mentioned above everyone entering must have undertaken and received a COVID-19 negative rapid antigen test (RAT) on the same day they attend the facility and pass standard health screening before entry. Crowley will continue to make RATs available to those who have not completed one prior to arrival.

Visitor Sickness

All infections and viruses can be debilitating and in some cases life threatening, especially to the immune compromised and older people.

We must protect each other and residents from all types of illness and therefore we remind visitors they must not visit if they are unwell in any way – even if you suspect its "just a cold".

I'm sure that you will agree that these changes are welcome news. However, we must be aware that there are risks. We rely on everyone to continue doing their part to help us protect the health and wellbeing of all residents.

Those who test positive for COVID-19 are infectious in the 48-72 hours prior to developing symptoms. This means you may not be aware that you are infectious at the time of your visit. Rapid Antigen Testing while a valuable tool is not foolproof. For this reason, we ask that should you become unwell with COVID-19 in the days following a visit to Crowley you advise us of this immediately so we can take action to protect and monitor all residents.

Your communication with us about your COVID-19 status has allowed us to avoid outbreaks in the past and quickly act to contain the spread of infection. More importantly it enables us to commence treatment quickly, something that is extremely important to those living in residential aged care.

We hope to see you soon.

Kind regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER