

20 October 2022

Dear Residential Care residents and families

Last month saw the long-awaited return of Crowley's Family Show Day and what a day it was! The weather was lovely and it was an absolute pleasure to see the joy on the faces of our residents, clients, staff, family and friends. This event was a significant milestone on our journey toward a more normal way of life for our Crowley family.

In keeping with this 'return to normal' theme we are pleased to advise that NSW Health has made some long-awaited changes to its health advice. Accordingly, we are making some changes to our visiting arrangements effective Monday 24 October 2022.

What has changed:

Barney's Café

We are very pleased to announce that Barney's Café and The Verandah at Barney's will reopen to residential care visitors in the company of residential care residents.

Barney's will be open to visitors, in the company of residential care residents, between 10:00 am and 3:30 pm Monday to Friday and 10:00 am and 2:00 pm on weekends and public holidays.

Orders can be placed at the café counter and masks should stay in place while around others or until you are seated. We recommend takeaway orders be purchased through Barney's in the Plaza to avoid café congestion and waiting times.

Entry into the facility will continue to be via Reception and all entry and screening requirements must be met, including a negative Rapid Antigen Test undertaken the day of entry.

Barneys in the Plaza will continue to operate as normal, and we continue to encourage all residents and visitors to take every opportunity to enjoy our outdoor café and the fresh air and sunshine.

Visits

In addition to in-room visits, residents and their visitors may now utilise **outdoor areas** around the residential care facility. Social distancing and density limits must still be observed in these areas. These areas include:

- Entertainment Room deck
- Riverview Lounge pergola and Dining Room deck
- Wellbeing Garden
- Missingham & Serpentine screened verandahs
- Lillipilli & Rosebank courtyards

Indoor common areas remain closed to visitors including all resident lounges, sitting rooms, dining rooms, the Entertainment Room, Chapel & Breakout Room and Café Lounge.

What has stayed the same:

COVID Screening protocols

- All Visitors must have undertaken and received a **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 RAT's available to those who have not completed one prior to arrival.
- While mandatory isolation is no longer a requirement in the broader community visitors who are unwell, have had COVID-19 in the previous 7 days, or had contact in the previous 7 days with someone who has COVID-19, cannot enter aged care.
- All visitors over 12 years of aged should wear a surgical mask over their nose and mouth while visiting indoors. Masks may be removed while communicating with a person who is deaf or hard of hearing, while eating/drinking at the Café or visiting in one of the designated outdoor areas of the facility.

All visitors are encouraged to maintain physical distancing of 1.5m, particularly in communal areas.

- Visiting hours remain as:

10:00 am – 4:30 pm Monday to Friday

10:00 am – 2:00 pm Saturday, Sunday and Public Holidays.

- There are no limits on the number of visitors a resident may receive each day.

Booking Visits

Booking your visit is recommended.

Over recent weeks our Leisure and Lifestyle program has grown, with the reintroduction of regular entertainment and activities scheduled on most days of the week.

These activities are extremely popular with residents and for this reason we recommend visitors book their visit and check with the resident prior to booking to ensure they have not made alternative plans. This ensures no one is disappointed.

These changes are very encouraging for all of us. And, we continue to encourage everyone to remember the risk that COVID-19 poses to our vulnerable resident group. We ask everyone to please stay home if you are unwell, even if you think it is just 'seasonal allergies'. Help us to keep moving forward safely with these positive changes

Please share with family and friends who may not be on our mailing list.

Kind regards

A handwritten signature in black ink, appearing to read "K Potts", written over a thin horizontal line.

Kelli Potts
**EXECUTIVE MANAGER
OPERATIONS & FINANCE**