



25 November 2021

Dear Residential Care Residents, Families and Friends

As November draws to a close our thoughts turn to celebrating with our families and friends on Christmas Day. We all look forward to spending time with our loved ones and this holds true for our Residents who await Christmas each year with excitement and joy.

As you would be aware, based on the current *NSW Roadmap for easing COVID-19 Restrictions*, when NSW reaches 95% double dose, or 15 December, there will be significant changes to restrictions in the broader community. What is still unknown at the time I write is what if any changes there may be to the current restrictions placed on NSW Aged Care Facilities.

For this reason, our Christmas Day plans must be based on current settings which limit some of our usual Crowley Christmas Day celebrations. Christmas 2021 will once again look a little different at Crowley.

However, despite this there is much to be grateful for and for those who remember Christmas 2020 you will know that everyone at Crowley is committed to providing the best possible Christmas experience for residents and families despite the changes necessitated by the current restrictions. We have lots of exciting plans underway including Christmas Lights drives, entertainment, decorations, and wonderful food.

You will find set out below the plans for Christmas 2021.

Resident Christmas Parties

Once again in the lead up to Christmas we will host a number of Christmas parties for Residents in the Entertainment Room. Santa will be in the house the entire week at Crowley and his team of little helpers will make sure that everyone has a lovely time.

Resident Christmas Day Luncheon

Residents who are "staying in" on Christmas Day will receive a special Residents Only Christmas Lunch in the Entertainment Room where they can share in the fun and celebration of Christmas.

Christmas Day Visits

Due to popular demand we will once again be offering special Christmas Day Platters for visitors who wish to share a meal in-room with their loved one.

There will be a choice of an Individual Seafood Platter or Individual Antipasto Platter, each platter also includes a Dessert Plate. Visitors are welcome to BYO drinks.

Platters along with Café drinks must be pre-ordered through Communications at either communications@crowley.org.au or by calling 1300 139 099. Orders and payment are required by **15 December**. The cost per platter is \$45 and will be delivered by staff on your arrival.

Barney's Café

Barney's Café, Barney's in the Plaza and the Verandah at Barney's will be closed on Christmas Day.

Christmas Day Excursions

As Staff will be busy assisting Residents in getting ready for their day and helping out at the Christmas Luncheon please understand that care staff will not be available to collect Residents from their room and bring them to Reception.

With this in mind we recommend that you allow sufficient time to park, check-in and collect your loved one from their room.

We ask families to submit their **Christmas Day Resident Excursion Notification Form** (attached) by **15 December**. The form includes a section for families to indicate when they plan to arrive.

This is important to ensure we can resource the day to assist residents to get ready for their excursion, make any necessary resident care preparations, adjust meal arrangements, undertake the necessary screening requirements, and minimise wait times on what is traditionally a warm summers day.

Checking in on Christmas Day

Entry to the facility on Christmas Day will be in line with current restrictions. This means that Residents may have 2 fully vaccinated visitors on Christmas Day.

Everyone entering will be required to pass through the normal screening process including answering the health screening questionnaire, completing the Services NSW check-in form, temperature checking and importantly presenting proof of vaccination.

If you are planning a visit or excursion on Christmas Day we encourage you to make your plans early and allow enough time for the required check-in process.

Concierge

To facilitate the required health screening and check-in process the Concierge Desk will be staffed during following times on Christmas Day.

- 8:30am and 11:00am
- 2:30pm and 5:00pm

Outside of the above times the main Reception door will be closed and the intercom will not be manned as staff will be deployed in assisting residents prepare for and attend their Christmas Day Luncheon, festive activities and evening meal.

Residents returning after 5:00pm will need to use the call bell on the main door. Please keep in mind that Christmas Day is a busy day and it may take staff a little bit of time to respond.

Parking and Transportation

To ensure the day runs as smoothly as possible and to avoid congestion outside the main entrance all visitors are asked to park in the allocated visitor car parks and not leave their car in the driveway in front of reception during pick-up or drop-off.

In order to protect the health and safety of both Residents and Staff please understand, Staff will not lift residents into or out of cars. Please consider this in your choice of transportation on the day.

A reminder also that wheel chair taxi's and taxi's in general are in high demand on Christmas Day. Please keep this in mind when making your arrangements for transportation.

COVID-19 PCR Tests for domestic travel

Under the current QLD restrictions, people seeking to enter Queensland from the 17 December 2021 may be required to:

- be fully vaccinated, having received the 2nd dose at least two weeks prior to entry, and
- have received a negative COVID-19 PCR test 72 hours prior to arrival into Queensland.

If a Resident requires a PCR test for domestic travel purposes (e.g. to enter QLD) it is the responsibility of the Resident and/or Family to make the necessary arrangements.

The past nearly two years have been extraordinary and as I reflect on 2021 I am once again heartened, and to be honest, in awe of the resilience shown by our Residents, Staff and Families. Every time a new challenge has presented itself our Crowley Community has grown stronger, more compassionate and infinitely more patient.

Thank you and may we all enjoy Christmas with those we love.

Merry Christmas

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

Kelli Potts
**EXECUTIVE MANAGER
OPERATIONS & FINANCE**

CHRISTMAS DAY RESIDENT EXCURSION NOTIFICATION

To be completed by the Resident or their nominated alternate decision maker (Enduring Guardian).
Please return by 15 December 2021

Resident Details	
Residents Name:	
Date of Birth:	Room No:
Will the resident require their proof of COVID- 19 vaccination: <input type="checkbox"/> Yes <input type="checkbox"/> No	
IMPORTANT Please ensure that if you have any special requirements for Christmas Day (e.g. special clothing, hats, sunglasses etc) these are communicated to Care Staff in the relevant area prior to Christmas Day.	

External Excursion Details							
IMPORTANT: The Concierge Desk will be staffed during following times on Christmas Day.							
<ul style="list-style-type: none"> • 8:30am and 11:00am • 2:30pm and 5:00pm 							
Outside of the above times the main Reception door will be CLOSED and the intercom will not be manned.							
Departure time – when are you leaving?	Morning	8:30	9:00	9:30	10:00	10:30	
	Afternoon	2:30	3:00	3:30	4:00	4:30	
Arrival time – when are you returning?	Morning			9:30	10:00	10:30	11:00
	Afternoon	2:30	3:00	3:30	4:00	4:30	
Destination – where are you going?							
Name of Escort – who are you going with?							
What is their relationship to you?	<input type="checkbox"/> Family <input type="checkbox"/> Friend <input type="checkbox"/> Other						
How do we contact you in an emergency?	Mob:			Email:			
Signature:	Date:						
Escort Declaration – I have approval from the Resident’s Enduring Guardian / Substitute Decision Maker for this excursion							
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA – Resident has capacity							