

COVID-19 Positive Case

Dear Family Members

I write to inform you that a Crowley Care staff member has today tested positive for COVID-19. Please be advised that **no resident has COVID-19 like symptoms** nor tested positive at this point.

We are well-prepared for a situation such as this, and therefore as a precaution, all residents in our Residential Care facility have been advised to stay in their rooms. And we have initiated further safety measures outlined below.

In line with Government requirements and with the active support and guidance of our local Public Health Unit, Crowley Care has immediately:

- put our COVID-19 Outbreak Management Plan into action;
- implemented additional precautions for infection prevention and control;
- restricted access to the Residential Care facility to essential personnel only. Unfortunately this means no family or friends are currently permitted to visit our Residential Care facility at this time.

We are working with the NSW Public Health Unit and it's comforting to remember our resident vaccination rates are high and all our staff have been vaccinated as per the Public Health Order.

I understand not being able to visit your loved one at Crowley at this time of the year is particularly difficult. And I'm sorry that is the case. However, we must be prudent to keep everyone safe and all our actions are with this in mind.

Our Outbreak Management Team are prepared for this situation and have met to ensure that the health, safety and wellbeing of our residents and staff remain our highest priority.

I promise to keep you up to date with information and any developments as they come to hand. And in the interim I want to thank our staff for their professionalism and commitment at this time.

Kind regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER