

Dear Residents and Families

I promised to keep you informed with developments regarding the recent case of a staff member testing positive for COVID-19.

Under the guidance of NSW Health and consistent with our Outbreak Management Plan, we subsequently instigated COVID-19 testing and other risk management strategies to keep our community safe.

You may have seen recent media reports about increased case numbers in our region resulting in testing centres being overwhelmed. Unfortunately this has led to longer wait times for COVID-19 test results for everybody.

Plus we continue to monitor the broader risk to our residents that is evolving in our community as case numbers rise.

We appreciate many of you are waiting on information about Christmas plans, but unfortunately these remain uncertain given the situation outlined above. Therefore Crowley Care's Residential Care facility currently remains closed to visitors.

We will continue communicating with you as soon as we have further information.

Please be assured that the ongoing safety, health and wellbeing of our residents and staff remains our highest priority.

Kind regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER