

Dear Residential Care Residents, Families and Friends,

Some good news

As mentioned yesterday we undertook additional COVID-19 testing following the case of a staff member testing positive. All additional test results to date have returned negative results for COVID-19. That's good news and we continue to monitor the situation very closely.

Whilst we can't eliminate the risk of COVID-19, based on the latest health advice just received, we've moved quickly to enable families to get together over Christmas in a controlled manner from Christmas Day.

Outdoor Christmas visits

Following advice from NSW Health I'm pleased to advise outdoor visits to your loved ones are permitted at Crowley Care from Christmas Day.

I appreciate this is a change to the advice sent yesterday and I wanted to communicate this quickly as we deal with changing circumstances and directives.

Residents are now able to move about the facility. We thank them and you for your patience as we worked through this situation.

How the outdoor visits work

So that families and friends can get together safely we've set up an outside visiting area with marquees and seating in the plaza from Christmas Day. And whilst visitors can't enter the facility at this time we're doing all we can to bring families together.

In line with expert advice residents are permitted to have two fully vaccinated visitors per day. Visits may be for a maximum of two hours and must be held outside.

Where possible we encourage you to call ahead and alert your family member of your expected arrival time so that they can make their way to reception. Alternatively on arrival, please report to the Concierge who will call your family member so they can meet you in the marquee area.

If you've previously ordered a Christmas Day Platter for your visit please advise the Concierge on arrival so we can deliver this to you for your outdoor visit.

Yesterday the Government reintroduced a number of COVID-19 protections including mandatory mask wearing, QR codes and density limits. And whilst mask wearing outdoors is not mandatory, we do encourage you to wear them if you can whilst visiting. Thank you!

Visiting times

From Christmas Day visiting times are as follows:

- Christmas Day (8:30am – 11:00am) and (2:30pm – 5:00pm)
- 26, 27, 28 and 29 December (9.00am – 2.00pm)
- 30 and 31 December (8:30am – 5.00pm)

Please note our café Barney's in the Plaza is only open on 26, 27, 30 and 31 December (weather permitting).

Please park in the car parks as sign-posted. The car park directly outside the main entrance is closed for outdoor seating to enable as many visits as possible.

Outside the above times the Main Reception Door will be closed and the intercom will not be manned as staff will be assisting residents.

Other protective measures

In light of the rise in community case numbers, and following health advice, until further notice residents may only leave the facility for essential medical appointments.

We really appreciate your support as together we deal with the COVID-19 situation that remains rather unpredictable.

We know the current solutions are not ideal. Our staff are doing an amazing job adjusting, almost on a daily basis, to the changing circumstances.

As you know the health and safety of our residents remains our top priority. So once again, thank you for your understanding at this time.

Wishing you a Merry Christmas.

Kind regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER