

Dear Residential Care Residents, Families and Friends

We do hope you have had a relaxing Christmas. As we approach the New Year I need to update you on our protocols to keep our community safe. COVID-19 remains highly active and risk levels continue to rise across our region, particularly for the aged and vulnerable.

Therefore our COVID Risk Management Plan is in full-swing and we are communicating regularly with NSW Health who are supporting us to keep our Crowley family as safe as we possibly can.

Outdoor visits continue

We have been advised by NSW Health that Crowley's arrangements for visits, enabling families to get together in a controlled outdoor setting, is best practice at this time.

So for the foreseeable future, outdoor visits at Crowley will continue in marquees and other seating in the plaza as it affords the best protection. Whilst we know this is not ideal, we have received very positive comments from residents and families who have expressed gratitude for the way we have enabled everyone to get together over the festive season.

Whilst mask wearing outdoors is still not mandatory, masks afford a significant additional layer of protection and so we thank family and friends who wear them when visiting their loved one at Crowley.

Residents are currently permitted two fully vaccinated visitors per day with visits to a maximum of two hours. Visitors are still unable to enter the facility and until further notice residents may only leave for essential medical appointments.

Revised visiting times

- 31 December (8:30am - 5.00pm)

Thereafter:

- Weekdays (8:30am - 5.00pm)
- Weekends and Public Holidays (9:00am - 2:00pm)

On behalf of everyone at Crowley I'd like to thank our families and friends who have worked with us during these trying times. As a community we've come together and supported each other to keep everyone safe. I thank you sincerely.

Wishing you a wonderful New Year.

Kind regards



Michael Penhey
CHIEF EXECUTIVE OFFICER