

25 January 2022

Dear Residential Care residents, families and staff

I thought I'd write and update you at this time when our community appears to be peaking with COVID-19 cases. Hopefully this trend continues and we will soon see a reduction in community transmission. In the meantime we are doing a lot at Crowley to continue to keep our community as safe as we can. There are three things I wanted to mention to you today.

Outdoor visits continue

A big thank you to family and friends who are really helping us keep our residents safe by wearing a mask and following all our safety protocols when you attend an outdoor visit. The transmission of COVID in our community remains high and we have had a high number of families report to us that they have experienced COVID within their families or networks. This is why mask wearing is so important for visitors, you may not know you have COVID or been exposed until after a visit. Wearing your mask during visits reduces the risk from High or Moderate to Low and could prevent further resident isolations and wing closures. You may have noticed our staff wear both a mask and a shield indoors as this combination is even better protection against transmission.

The system of having safe outdoor family visits, with COVID safe protocols, is working well and will continue for now. It has now been proved that outdoor visiting is significantly safer for residents and our system has helped keep our residents COVID free and is a good way for residents and families to get together. As soon as it is safe to do so we will reduce visitor restrictions but for now, with the high number of COVID cases in the community, it is important these restrictions remain.

PPE is here

We thought you'd like to know we recently received a delivery of PPE after successfully applying for access to the Government's stockpile, becoming eligible due to our recent outbreak concern. It includes items we have had on back order from our own suppliers for some time, such as higher grade masks and other protection wear and has enabled us to replenish our critical stock levels.

A gentle reminder

As you know our residents are currently only permitted to leave the facility and enter the general community for essential medical visits. It's an effective measure that helps prevent the spread of COVID-19 in aged care facilities.

So can I remind family members and friends, when residents are taken out of the facility for essential medical appointments, that the protocols are followed to avoid further transmission. This includes wearing a mask at all times, ensuring the resident sits in the back of the car and the need to follow all COVID-19 safety procedures to the letter.

It also means only going to the medical appointment and then returning the resident back to Crowley. Sticking to this system really does give us the best chance of keeping your loved one and their fellow residents well.

I know we are all making adjustments to our daily lives and at times it is difficult. We will get there!

In the meantime thank you and I will be in touch with more updates as we progress.

Kind regards



Michael Penhey
CHIEF EXECUTIVE OFFICER