

20 July 2020

Dear Crowley Independent Living Residents, Families and Friends,

Last week, NSW Health announced that a traveller who flew from Victoria to Ballina on Sunday, July 12 has tested positive for COVID-19. The local Public Health Unit are currently conducting contact tracing.

We are raising this with you to keep all our Independent Living residents informed, from both a provider responsibility and care perspective.

Given the current situation with a local case of COVID-19 identified and contact tracing still underway, as well as the events unfolding in Victoria and New South Wales we need to be vigilant in reducing our own exposure in the community, and mindful of the risks COVID pose to each other and our most vulnerable.

We ask you to follow the below guidelines;

Declare to Crowley if you have any flu like symptoms, no matter how mild. Given our village is co-located with a Residential Care facility, we encourage you to seek out COVID testing if you are displaying symptoms.

Declare to Crowley any travel plans outside of the Ballina postcode. Please plan to self-isolate for a minimum of 7 days upon your return.

Declare to Crowley any visitors from outside the Crowley postcode that you are expecting. We strongly request that no visitors or family from Victoria or Sydney enter the village.

We are asking you to share this information with us so we can better care for you as a valued member of our Crowley family.

I thank you once again for playing your part in implementing these very important safety measures.

Do the COVID THREE and STAY COVID FREE.

Warm regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER

