

21 December 2020

Dear Residents, Families and Visitors

By now you will have heard of the Covid-19 outbreak in Sydney. This is a quickly evolving and changing situation.

Last night all Residential Aged Care Providers in NSW received new mandatory instructions issued by the NSW Ministry of Health in response to this outbreak.

These instructions include **two new mandatory directives**:

1. All residential aged care facilities across NSW must exclude visitors; and
2. All persons within the facility must wear a surgical mask while in the residential care facility

These restrictions will remain in place until 11.59pm on 23 December.

In addition we have been advised that all non-essential excursions during this period should not proceed.

All standard screening and current Covid Safe protocols will remain in place as we work within the guidelines issued to us by NSW Health.

We understand that this has come at a very important time for families and like you we are disappointed that the 'Covid normal Christmas plans' we have all been working towards may no longer be possible.

Today there is a meeting of aged care industry stakeholders, NSW and Commonwealth governments to discuss this matter. Crowley will continue to keep a close eye on these discussions and will immediately notify residents, families and visitors of any changes to the directives above.

Regards

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

Michael Penhey  
**CHIEF EXECUTIVE OFFICER**