

30 December 2020

Dear Residents, Families and Visitors

This morning Residential Aged Care Providers in NSW received new mandatory instructions issued by the NSW Health in response to the continuing outbreak in Sydney.

Unfortunately, a number of clusters have now been identified outside the Northern Beaches which has prompted NSW Health to issue a warning for the Greater Sydney area (including Blue Mountains, Central Coast and Wollongong City Council).

Visitor Restrictions

Until at least 11.59pm on Wednesday 6 January 2021 no visitors from Greater Sydney (including Blue Mountains, Central Coast and Wollongong City Council) are permitted to visit residents in regional residential aged care facilities.

There are no restrictions on people from regional NSW visiting residents so long as in the last 14 days they have not:

- a) been in Greater Sydney (including the Blue Mountains, Central Coast, Wollongong),
- b) been to any of the locations on the [self-isolate and get tested immediately](#) list, at the times and dates listed, or
- c) been to any of the locations on the [monitor for symptoms](#) list, at the times and dates listed.

Booking a Visit

A reminder that anyone wishing to visit a Resident must contact our Communications Team to book. Bookings can be made:

- 1) by emailing communications@crowley.org.au, or
- 2) by calling Crowley on 1300 139 099 and **pressing Option 1**. Please leave a message and the Communications Team will call you back. Please do not call Reception as they do not arrange or have access to information on Visitor Bookings.

Resident Excursions

Residents can continue to leave the facility to attend family gatherings or group excursions so long as there will be no persons at the event that during the last 14 days have been:

- a) in Greater Sydney (including the Blue Mountains, Central Coast, Wollongong),
- b) a close contact of a person confirmed with COVID-19 and are within their self-isolation period,

- c) in any of the locations listed on the [self-isolate and get tested immediately](#) list, at the times and dates listed,
- d) in any of the locations listed on the [monitor for symptoms](#) list, at the times and dates listed, except where noted otherwise.

We will be in touch again with updates as they arise in the coming days.

Regards



Kelli Potts
EXECUTIVE MANAGER
OPERATIONS & FINANCE