



22 January 2021

Dear Residents, Families and Visitors

In positive news this morning, NSW Health issued updated advice to Residential Aged Care Providers in NSW which sees a relaxation in some of the restrictions put in place over the past several weeks in response to outbreaks in Sydney and Brisbane.

Visitors

The restriction on the number of visitors a resident can receive at one time has again been relaxed and is no longer capped at a maximum of 2.

Bookings continue to be essential as Crowley is required to manage the maximum number of people within the facility to ensure that everyone can safely maintain the recommended 1.5m physical distance.

If you would like to book a visit please contact our Communications Team to book a time for your visit. This can be done via email (communications@crowley.org.au) or by calling Crowley on 1300 139 099 and pressing Option 1.

Resident Excursions

Residents may leave the facility to attend medical appointments, family gatherings of fewer than 50 people or visit locations in the community (e.g. shops and cafés) so long as there will be no persons at the gathering who:

- are a close contact of a person confirmed with COVID-19,
- are waiting for a COVID-19 test result,
- live in a household with a person who is currently self-isolating,
- have in the last 14 days been to the [Areas of increased testing](#) in NSW,
- have in the last 14 days been to any of the [latest COVID-19 locations](#) at the times and dates listed.

Residents leaving the facility should be mindful to continue to practice COVID-Safe behaviours including physical distancing (1.5m) and hand hygiene.

For Residents visiting locations in the community such as cafés, Crowley continue to recommend outdoor venues and face masks must be worn in indoor settings such as supermarkets, shopping centres, shared rides or other venues where it is difficult to maintain 1.5m physical distance from others.

Masks and COVID-19 Screening

Masks remain mandatory for all staff and visitors while in the facility and everyone entering must continue to undergo COVID screening including temperature checking and visitor declaration processes.

It is important to understand that by entering the facility you agree to adhere to this direction and wear a mask at all times including, and especially, when visiting with a Resident in their room.

The relaxation of restrictions announced are very welcome and a reflection of the current positive path we are on in relation to the number of new cases of COVID-19 in the community.

Thank you for continuing to support us in keeping those within our community safe.

Regards

A handwritten signature in black ink, appearing to read "Michael Penhey". The signature is written in a cursive style with a prominent initial "M".

Michael Penhey
CHIEF EXECUTIVE OFFICER