

30 March 2021

Dear Residents, Families and Visitors

This morning Residential Aged Care Providers in NSW received revised mandatory instructions issued by the NSW Health in response to the COVID-19 outbreak in Brisbane.

These instructions include the following **mandatory directives which are effective immediately and are in place until further notice**:

1. Masks and COVID-19 Screening

- a) All staff and visitors must wear a surgical mask within the facility.
- b) Any persons entering the facility will continue to be subject to COVID screening protocols including temperature checking and visitor declaration processes.

2. Entry Restrictions

- a) All residential aged care facilities must exclude visitors who:
 - have since 11th March been to Brisbane City, Ipswich, Logan, Moreton Bay or Redland Council Areas, or any Queensland contact tracing locations.
 - have been to NSW contract tracing locations in Byron Bay or Suffolk Park.

In addition, in light of the risk and as the current situation continues to evolve, Crowley is implementing the following protections for Residents:

- Visits will return to in-room visits only. Visitors must continue to check-in on arrival and must wear a surgical mask at all times.
- Communal areas are closed to visitors.
- Barney's Café will be open for takeaway only – food and drink to be consumed in-room.

We anticipate further changes and updates throughout the day and will continue to provide you with information as it comes to hand.

Regards



Michael Penhey
CHIEF EXECUTIVE OFFICER