

13 January 2022

Dear Residential Care Residents, Families and Staff

Opening up for visits

As indicated in our last correspondence we are very keen to get visitors back on-site in a safe way. We fully understand that families, friends and our residents have missed them.

Therefore I'm pleased to report we are planning to re-open Crowley Care to outdoor visits from family and friends from Monday 17th January. We have been advised by NSW Health that Crowley's arrangements for visits, enabling families to get together in a controlled outdoor setting, continues to be best practice at this time. So these visits will be in a controlled and safe way, based on the best health advice and our own risk assessment.

Enabling these visits are subject to residents returning a negative rapid antigen test over this coming weekend and that we have no further staff cases of COVID-19 that are deemed a level of concern.

Our care staff will continue to facilitate these visits at a time when their focus is on the continued safety and care for our residents. So for the foreseeable future, and as before, outdoor visits to your loved ones at Crowley will continue in the Plaza area.

In addition I'm pleased to inform you that as of yesterday residents are no longer restricted to their rooms and are able to move freely within their areas.

Mask wearing mandatory during visits

Because of the significant community wide outbreak and growing number of COVID-19 cases in our community at this time, all visitors are required to wear masks for the duration of their visit. It is widely understood that masks add significant protection during contact with our vulnerable residents. We understand this is a change in policy, however with the level of community infections is recommended by NSW Health.

We encourage all visitors to have a rapid antigen test prior to visiting. We appreciate these tests are hard to come by and therefore having the test prior to your visit is preferred but not mandatory for outdoor visits.

How the visits work

Residents will be permitted two fully vaccinated visitors per day with visits to a maximum of two hours. Visitors are still unable to enter the facility and until further notice residents may only leave for essential medical appointments. As before we encourage visitors to ring ahead to their loved ones and advise them when you will be arriving. This helps our care staff and reduces delays when you arrive on-site.

Visiting times

Monday to Friday 10.00am - 5.00 pm
Weekends and Public Holidays 10.00am - 2:00 pm

- Please note the later start time. This will enable care staff to assist residents in preparing for the day.

Booster Clinic at Crowley

We have been planning a second Crowley Booster clinic following the first clinic held in early December. These clinics are for residents and staff due for their COVID-19 Booster dose.

Crowley has been working closely with the contracted provider to confirm a clinic date and we anticipate confirmation of this in the near future. We will advise the date as soon as we can.

Having a Booster clinic on-site will make it more accessible for our residents and staff to ensure they are protected. We understand the NSW government is currently working on health orders to make the booster dose mandatory for all staff, as has already happened in other States.

Finally, and it will come as no surprise to you that at this time, there is significant pressure on staffing across the aged care industry due to the impact of COVID-19. Therefore, right now, our primary focus is on nursing care and the wellbeing of all our residents. We thank you for your continued understanding and support as our staff adapt to these changing circumstances. We are all looking forward to a return to normal Crowley-life as soon as we can.

Please share with family and friends

To help ensure we keep all of our resident family and friends informed, please do pass this communication who may not be on our mailing list. Thank you.

Kind regards



Michael Penhey
CHIEF EXECUTIVE OFFICER