

28 June 2021

Dear Crowley Independent Living Residents, Families and Friends

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

Unfortunately, the number of cases of the highly contagious Delta strain of the coronavirus has continued to increase, prompting NSW Health to issue a warning for Greater Sydney and implement a number of restrictions across regional NSW including in Aged Care.

Until further notice the following restrictions apply:

Residential Care Facility - Visitor Restrictions

- Visits to the facility are for essential services or to visit a residential care resident.
- No visitors are permitted to enter the facility from the Greater Sydney area (including the regions of Blue Mountains, Central Coast, Wollongong and Shellharbour).
- Residents are limited to a maximum of 2 visitors per day.
- Visits must take place in Resident rooms.
- All visitors must wear a surgical mask whilst in the facility.

Other restrictions

The Chapel, Barney's Café and Coco's Hair and Beauty Salon will not be available Independent Living Residents until further notice.

Planned Power Outage

Last week we advised of the scheduled power outage on Thursday 1 July 2021, which will affect premises along Cherry Street Ballina. We advised of alternative arrangements for the hot meal of the day from Barney's Café.

In light of the current restrictions on entering the facility and accessing Barney's Café, the hot meal of the day, Chicken Schnitzel served with chips and salad, will now be available for delivery only. Please RSVP to Crowley Customer Service by Wednesday 20 June 12:00 midday.

Planned IL Activities

All previously planned IL activities will proceed at this stage, with additional COVID precautions and the 1 person per 4 square metre rule once again applied. However, please be aware that this may change depending on updated advice from NSW Health.

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

Regards

A handwritten signature in black ink, appearing to read 'Michael Penhey', written in a cursive style.

Michael Penhey
CHIEF EXECUTIVE OFFICER