

12 August 2021

Dear Independent Living Residents

By now you are all aware that on Monday 9 August the NSW Government enacted a lockdown order for the Byron, Ballina, Lismore and Richmond Valley Local Government Areas. These restrictions commenced on Monday 9 August at 6.00pm and will remain in place until 12.01am Tuesday 17 August.

The community lockdown order was put in place following the identification of a positive case of COVID-19 here in the Northern Rivers. This has now grown to three local cases, all related. The purpose of the order is to protect the Northern Rivers community whilst NSW Health and Police continue to do their important tracing work to ensure they have identified all possible contact locations.

These orders are vitally important to keep our community, residents and clients safe and well. Our region is in a period of great uncertainty and our vigilance in supporting our residents at this time is paramount.

In accordance with these measures we have re-enacted our COVID Safe protocols onsite to ensure the safety of all our Independent Living residents, Residential Care residents, staff and visitors.

These protocols include:

**Residential Care visitor restrictions** are currently in place. Effective from 5.00pm Monday 9 August the Crowley Residential Care Facility was closed to all visitors, our restrictions on visitors to the Residential Care Facility will mirror the broader community order and be in place until 12.01am Tuesday 17 August.

**During the lock-down period** families with items to be delivered to their loved one, can call Crowley Customer Service. We will advise of the drop-off point and arrange delivery to your loved one.

**Barneys Café is closed to Independent Living Residents and the public**, due to restricted facility access and satisfy outdoor gathering restrictions.

**Crowley Mobile Meal Service** continues to be available to residents. Residents can place a meal order the day prior by contacting Crowley Customer Service on 1800 139 099.

**Independent Living events, activities and gatherings** are cancelled to support the stay at home orders.

**Crowley staff providing support and services** within the village will now call ahead before visiting Independent Living residents' homes. The staff will confirm that that the resident has not been exposed to COVID-19 and that they are well. If a resident is unwell staff will instruct the resident on the necessary action on a case by case basis.

In order to restrict unnecessary exposure the delivery of non-essential services to our Independent Living residents have been reduced or modified.

**Clients are to wear a mask whilst staff are in attendance** as per the current recommendations. Those clients living with Dementia and or Lung disease and who are unable to wear a mask are asked to maintain the 1.5m distance from staff during their attendance.

**Under the new restrictions**, you can only leave home for the following four reasons:

1. Shopping for food or other essential goods and services
2. Medical care or compassionate needs (including to get a COVID-19 vaccine)
3. Exercise outdoors with one other person you do not live with; households of more than two people can exercise together
4. Essential work, or education, where you cannot work or study from home

**Monitor and review the close contact locations** in our local area, and seek a COVID test if you have been to the close contact locations at the specified times, or should you develop any symptoms.

As our Independent Living residents are in the high-risk group we recommend that you limit your movements, abide by the restrictions summarised above, and place a high emphasis on remaining at home.

Thank you for your support and understanding as we all work together to continue to keep our Crowley Family and community safe and well.

Regards

A handwritten signature in black ink, appearing to read "Michael Penhey".

Michael Penhey  
**CHIEF EXECUTIVE OFFICER**