

7 January 2021

Dear Residents, Families and Visitors

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

These instructions include the following **mandatory directives which 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. Visitor Restrictions

- a) All residential aged care facilities must exclude visitors who:
  - are a close contact of a person confirmed with COVID-19,
  - live in a household with a person who is currently self-isolating,
  - have in the last 14 days been in the [Northern Area of the Northern Beaches](#), [City of Wollongong](#), [Cumberland City Council](#) or the [Canterbury Ward](#) of Canterbury Bankstown Council,
  - have in the last 14 days been to any of the [latest COVID-19 locations](#) at the times and dates listed.
- b) Residents may have a maximum of only two visitors each day.

## 3. Resident Excursions

- a) Residents may only leave the facility to attend essential medical appointments and family gatherings of fewer than 5 people, so long as there will be no persons at the gathering who:
  - are a close contact of a person confirmed with COVID-19,
  - live in a household with a person who is currently self-isolating,
  - have in the last 14 days been in the [Northern Area of the Northern Beaches](#), [City of Wollongong](#), [Cumberland City Council](#) or the [Canterbury Ward](#) of Canterbury Bankstown Council,
  - have in the last 14 days been to any of the [latest COVID-19 locations](#) at the times and dates listed.



As it was throughout last year, Crowley's absolute priority continues to be the ongoing health and safety of our residents and staff.

We must continue to take all necessary steps to protect our residents, who as you are aware, are the most vulnerable group to COVID-19 in our community.

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

Regards

A handwritten signature in black ink, appearing to read "K Potts", written in a cursive style.

Kelli Potts  
**EXECUTIVE MANAGER**  
**OPERATIONS & FINANCE**