

12 August 2021

Dear Residents, Families, Visitors and other Stakeholders

We wish to follow up our correspondence from Monday 9 August regarding the current Northern Rivers COVID-19 situation.

Subsequent to our announcement to close the Crowley Residential Care Facility to visitors, you would be aware that the NSW Government enacted a lockdown order for the Byron, Ballina, Lismore and Richmond Valley Local Government Areas (LGAs).

These restrictions will be in place until 12.01am Tuesday 17 August. Our restrictions on visitors to the Residential Care Facility will therefore mirror the broader community order.

Pending the lifting of the community lockdown as scheduled, the facility will reopen to visitors on Tuesday 17 August at 8.30am.

We appreciate your understanding that these closures, whilst unpleasant, are very necessary. Our region is in a period of great uncertainty whilst the police continue to do their important tracing work to ensure they have identified all contact locations.

So far the case numbers are promising and for that we are all very grateful.

We will continue to monitor this situation carefully and update you as we have further information.

A reminder that families and friends can stay connected with residents through our:

Resident Connection Kiosk – enables residents to access technology to remain connected to family via applications such as Skype. The Kiosk is set up in the two Interview Rooms near Barney's Café. Staff have been trained to facilitate this interaction;

Resident Wifi Access - to help families stay connected our ResWifi is now available free of charge to all residential care residents. Please advise Reception who will arrange connection;

Resident Deliveries during the lockdown period families with items to be delivered to their loved one, please call Crowley Reception. We will advise of the drop-off point and arrange delivery to your loved one.

Warm regards



Michael Penhey
CHIEF EXECUTIVE OFFICER