

21 September 2021

Dear Residents, Clients, Families, Visitors and other Stakeholders

This morning you will have heard the news that the local government areas of Kempsey, Byron Bay and Tweed Heads will re-enter lockdown from 5 pm today.

We also understand that an infected person has travelled to Ballina and has been active in the Ballina, Byron Bay and Tweed Heads communities over the past several days.

In addition, whilst there are currently no known exposure sites in Ballina, surveillance testing has detected fragments of the virus in the waste water at Ballina and Wardell.

We believe that the current uncertainty presents an unacceptable risk and therefore we have taken the decision to close the facility to visitors for a short period until further information is to hand and the level of risk can be fully determined.

Effective 3:00pm today, Tuesday 21 September the Crowley Residential Care Facility will be closed to all visitors, reopening at 8.30am on Friday 24 September.

We will continue to monitor the situation in the community carefully and work with NSW Health and local authorities in determining any need to shorten or extend these restrictions.

Visits and non-essential excursions will not be possible during this period however we will continue to facilitate visits in line with the government directive in relation to end of life visits.

We thank you for your ongoing support and I promise to keep you informed as we progress together through this COVID-19 situation.

Warm regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER