

9 August 2021

Dear Residents, Clients, Families, Visitors and other Stakeholders

At 11.00am today the Premier Gladys Berejiklian announced the identification of a positive case of COVID-19 in the Northern Rivers.

We understand that the infected person is currently being treated in the Lismore Base Hospital.

Unfortunately this person was active in the community for some days whilst infected. The NSW Police are in the process of determining his movements however we believe that he was active in Byron Bay, Casino, Lismore and Ballina.

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

Effective 5.00pm today, Monday 9 August the Crowley Residential Care Facility will be closed to all visitors, reopening at 8.30am on Friday 13 August.

We understand this is a very significant measure and the important role visitors play in the lives and the wellbeing of residents. It is your diligence and support that has helped to keep this pandemic out of our region and facility to date.

Please be reassured we will be monitoring the community situation carefully, working with NSW Health and local authorities in determining any need to shorten or extend these restrictions.

Whilst visits and excursions will not be possible during this period we will continue to facilitate visits for exceptional circumstances in line with the government directive in relation to compassionate and end of life visits. These will continue to be assessed on a case by case basis.

We remain committed to doing all we can to keep families and friends connected and have a number of measures in place to ensure families and friends stay connected with their loved ones during this period. These include:

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;

During the lock-down 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.



Please be reassured that the health and safety of all residents is at the heart of each decision we make as we continue providing quality care.

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