

8 January 2022

Dear Residential Care Residents, Families and Staff

Following my letter to you yesterday, I write with a quick update on the COVID-19 status in our Residential Care facility.

Yesterday I made you aware that Crowley was declared by NSW Health as having an Outbreak following three staff members who had tested positive to COVID-19. These staff are isolating at home.

Most importantly, we have no resident cases of COVID-19 and it is still the case that none of our residents have developed symptoms. We continue to closely monitor all residents daily for any symptoms.

In accordance with New South Wales Health outbreak management guidelines we have been allocated an Outbreak Case Manager from our Public Health Unit to support our team at Crowley. The Case Manager and their team will work with Crowley throughout the outbreak.

The Public Health Unit has determined Crowley Care to be a low-risk outbreak.

Today we had our first meeting with our Case Manager and the Public Health team as we worked through the current status of the outbreak and the outbreak management actions in place. We thank the Public Health team for their endorsement of our COVID-19 procedures and overall COVID plan and strategy. We have been told we are doing everything we should be doing by the health officials, which is good to hear.

Finally, in addition to the previously communicated procedures I wanted to update you on a couple of additional initiatives to keep our residents as safe as we can. They are:

- Commencing tomorrow all residents in the Serpentine Wing (the wing exposed and therefore most at risk) will again be Rapid Antigen Tested;
- In addition, staff Rapid Antigen Tests will continue as part of our case contact tracing and testing, and additional tests will be conducted based on staff exposure to residents in the facility.

Our meeting this morning also included general discussion regarding the high volume of community transmission NSW Health is managing currently. With more than 45,000 new COVID-19 cases in the last 24 hours in New South Wales, and with daily infections rising rapidly, their resources are stretched and this has necessitated changes in their response to resourcing of outbreaks, predominantly in the onsite support they can now provide.

Regardless, the team here at Crowley remain focused on resident care and safety. We, like all health providers have been impacted by the necessity to furlough staff and I wish to sincerely thank all of our team members here and our team of managers who form our Outbreak Management Team for their commitment today, and many other days leading to this point.

We will continue keeping you in the loop as we progress.

Kind regards



Kelli Potts
**EXECUTIVE MANAGER
OPERATIONS & FINANCE**