

11 February 2022

Dear Residential Care residents, families and staff

As we enter the middle of February our community continues to see COVID-19 cases in the hundreds. While this is an improvement over where we were in January, there is no doubt that we still have some way to go yet in this journey.

Crowley continue to do everything we can to keep our community as safe as possible and pleasingly while there have been exposures these have not resulted in a positive case amongst Residents thus far.

Our focus continues to be on keeping COVID-19 out of the facility. Whilst ever we do this our resident population will not need to be asked to stay in their rooms for extended periods, can freely move about without masks and generally get on with their day in as normal a way as possible.

However, whenever opportunity allows us to we will seek ways to further relax restrictions whilst maintaining strong infection control standards and limiting the opportunities for exposure.

The changes to outdoor visits below are effective Monday 14 February.

Changes to outdoor visits

- Residents may have 1 outdoor visit per day. There is no maximum time limit for the visit so long as it is conducted within visiting hours.
- Residents may have a maximum of 4 fully vaccinated visitors per visit. To keep exposure to a minimum it must be the same 4 visitors for the duration of the visit.

While we acknowledge that outdoor visits may not be everyone's preference it is a balanced approach that, along with mask wearing, has proven to minimise the risk to residents.

We continue to be advised by families post visit that they or someone within their family have tested positive for COVID-19.

It is for this reason we remind you to please wear your mask when visiting. We continue to see a mixed response to this request and cannot stress enough how effective masks have proven to be in protecting all residents. You can avoid inadvertently exposing your loved one and other residents of the facility to COVID through this very simple action.

Kind regards



Michael Penhey
CHIEF EXECUTIVE OFFICER