

18 January 2022

Dear Residential Care residents, families and staff

I do hope you are all safe and well at this time.

Please see below some updates on our progress as we continue through the current community COVID-19 outbreak.

### **Outbreak status removed**

Good news. I'm pleased to report our Public Health Unit has advised we are no longer an Outbreak Site. This is because our residents in Serpentine Wing have remained symptom free and all tested negative on their Day 12 Rapid Antigen Test. The Public Health Unit said: "Congratulations to the staff of Crowley, I hope that everyone can stay safe and COVID free". Whilst good news, I'm sure you appreciate we need to continue to be vigilant and cautious in protecting our vulnerable residents.

### **Outdoor visits recommence**

At this time we continue to facilitate safe family visits in an outdoor setting. We have all COVID safety protocols in place and have asked that visitors take the additional precaution of wearing masks. We understand that visitors have a choice in this however we ask that you appreciate that your loved one lives amongst other vulnerable people and the freedom and safety of the entire facility population could be impacted by these choices. We appreciate how much we are all looking forward to removing these restrictions however now is not the time as COVID-19 continues to rise across the community.

### **Resident Booster Clinic**

The government contractor has confirmed they will be onsite to deliver a Resident COVID-19 Booster Clinic this Thursday January 20th. Originally the booster clinic was for both staff and residents however due to the reduced capacity of the contractor we have made residents their priority. Residents due for their booster, and their families, will be contacted about the clinic arrangements.

We are working with vaccination providers to assist staff in accessing booster appointments.

### **Separate but still together**

NSW Health continues to recommend the use of cohorting as a strategy to minimise the risk of exposure and spread of the virus should it enter the facility. As we saw with the recent outbreak residents were cohorted into their separate wings and as the

threat passed the cohort area was expanded. Currently we have staff and residents cohorted into two main areas whilst allowing them to live as normally as possible within the facility. The two areas or 'cohorts', Banksia, Prospect and Lilli Pilli and Missingham, Serpentine, Riverview and Rosebank.

These continue to be challenging times and we thank our families, residents and staff again for their support and understanding. To that end I would like to acknowledge our staff who are going above and beyond each day and I cannot thank them enough for their commitment.

And a reminder to please share this correspondence with family and friends who may not be on our mailing list, helping them to stay informed.

Kind regards



Michael Penhey  
**CHIEF EXECUTIVE OFFICER**