

26 April 2022

Dear Residential Care residents and families,

I am writing to let you know that two residents in our Missingham wing have tested positive to COVID-19 after Rapid Antigen Tests.

One resident has since had a positive result from a formal PCR test, and we expect a result today for the second resident.

All other residents in the Missingham wing tested negative after RATs today and we are in the process of testing residents in the Serpentine and Riverview wings. As previously reported all our staff members are routinely tested every day to keep our vulnerable residents as safe as possible.

As soon as we received the two positive RAT results yesterday, we took several immediate and critical steps in line with NSW Health's Infection Prevention and Control guidelines, which are designed to limit transmission.

As a result, all Missingham residents are isolating in their rooms. Residents in the Serpentine and Riverview wings are isolating in their wings.

Under NSW Health's residential aged care facility protocols, Crowley Care is now deemed an Outbreak Site.

As an Outbreak Site, we are now required to assess the risk and determine what restrictions need to be implemented. Over the next 48 hours this will be undertaken and we will advise you of the next steps based on that assessment.

We understand residents, families and loved ones will be frustrated and disappointed by this development. Like you, we had been very much looking forward to safely and gradually returning to "normal" life at Crowley, as per our communication to you on Friday.

But unfortunately, as a result of these latest two COVID-19 cases, visitors will not be received for Missingham, Serpentine and Riverview wings at least for the next 48 hours and until further notice. I know this is frustrating. Please understand that these measures are mandatory, required by the Government, and they do reduce the potential for additional transmission to our vulnerable residents.

Residents in Banksia, Prospect, Lillipilli and Rosebank wings are unaffected at this stage, and can move around the rest of the facility and receive visitors.

We are working closely with NSW Health and have been allocated an Outbreak Case Manager to support Crowley during this time. This may include support with access to additional PPE, collaboration with resident and staff testing, isolating, infection prevention and control.

We will continue to liaise with the relevant authorities, including our local Public Health Unit, and follow their required protocols as we manage these latest COVID-19 challenges.

It is worth remembering at Crowley we are very fortunate to have a skilled clinical team who are highly adept at managing a situation such as this.

Daily monitoring of residents and staff will continue as a measure to reduce the potential for further infection. We will also keep you updated and informed with any further developments and again thank you for your ongoing support and understanding.

As a community and together we will get through this.

Please share this communication with family and friends who may not be on our mailing list. I am sure you can appreciate this is a difficult situation, however, as always, our top priority is the safety and wellbeing of our residents and staff.

Kind regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER