

27 May 2022

Dear Residential Care residents and families,

Following on from yesterday's communication, I am writing to let you know that an additional two residents in our Riverview wing and one in our Rosebank wing have tested positive to COVID-19.

Of the four residents in total, two have had a positive result from formal PCR tests, and two have tested positive on a RAT (Rapid Antigen Test).

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

Following confirmation of our second positive case, under NSW Health's residential aged care facility protocols, Crowley Care is now deemed an Outbreak Site.

We understand residents, families and loved ones will once again be concerned and disappointed by this development.

But unfortunately, as a result of the outbreak, visitors will not be received for the Riverview and Rosebank wings until further notice. 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, Missingham and Serpentine 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.

Our Outbreak Management team, which includes our skilled clinicians, 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.

Daily monitoring of residents and staff will continue as a measure to reduce the potential for further infection and we ask all families and visitors to assist us by remaining vigilant in their own COVID-19 safety practices. We will also keep you updated and informed with any further developments and again thank you for your ongoing support and understanding.

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