

28 April 2023

Dear Residential Care residents, families and visitors

Please find below a further update on the status of the outbreak in our facility.

We now have a total of 13 residents who have tested positive for COVID-19.

Eleven of these residents we have previously advised you of and are located in the Prospect, Banksia and Lillipilli wings.

The two new resident cases are in Rosebank and Missingham wings.

These residents were identified through our standard testing protocols implemented with the detection of the first positive case. This testing will continue routinely and as required throughout the facility to ensure early identification of further cases as we manage the outbreak.

All residents who have returned positive results and those considered close contacts are isolating in their rooms and close clinical monitoring and care for all residents is ongoing.

Residents can continue to receive visitors as normal. Visitors are asked to be aware that PPE is to be worn inside the facility when visiting. Staff will advise you on arrival as to the level applicable to the area or resident you are visiting. We continue to encourage outdoor visits where possible.

Residents may also go on excursions or leave the facility to stay with family under pandemic leave provisions. If you are intending to take your loved one offsite please contact our Clinical Team to discuss any exposure or care implications.

We thank all of our residents, families and visitors for their support of Crowley and our staff during the past week. Our staff are committed to continuing to provide wonderful care for the residents in challenging circumstances. I thank them personally for that commitment.

We will continue to stay in touch.

Regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER