

5 January 2022

Dear Residential Care Residents, Families and Friends

As a result of ongoing monitoring, late yesterday a staff member has tested positive for COVID-19 after completing a rapid antigen test provided by Crowley Care. No residents are exhibiting COVID-19 symptoms at this point.

Rapid testing is a faster way to test for COVID-19 than traditional tests. A PCR test for this staff member will be undertaken when available as this is the most accurate and reliable test to detect and diagnose COVID-19.

However, as a result, and as a precaution, we immediately enacted our Outbreak Management Plan. This includes:

- all residents in our Residential Care Facility have been requested to stay in their rooms;
- the closure of Crowley Care to all visitors for the time being;
- implementing additional precautions that reduce the potential for further infection.

Crowley is following instructions from our Public Health Unit who are supportive of these actions and continue to provide us with advice.

I'm sure you are aware COVID-19 cases in Ballina and our region are roughly doubling on a daily basis. Please remember our resident vaccination rates are high and our staff are all vaccinated, both of which provide a significant level of protection.

Be assured the team at Crowley are working around the clock to maintain the wellbeing of all our residents, which is their primary focus.

As we learn more I will of course keep you informed.

Kind regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER