

6 January 2021

Dear Residential Care Residents, Families and Friends

Following my letter to you yesterday I write to confirm the original staff member who tested positive to a COVID-19 rapid antigen test has had that result confirmed with an official PCR test. This positive COVID-19 staff member last worked at Crowley Care on January 3rd in the Serpentine Wing and is currently isolating at home. As I write to you today we are still waiting on PCR COVID-19 test results for other staff members who worked with the COVID-19 positive staff member on January 3rd.

Extra precautions

Whilst no residents in Serpentine, or across the facility for that matter, have exhibited any COVID-like symptoms, as an extra precaution this morning we completed rapid antigen testing on all residents in the Serpentine Wing. The good news is that all Serpentine residents returned a negative result for COVID-19.

In addition we've increased our daily monitoring and clinical observations of residents across the facility for any COVID-like symptoms. And as a standard precaution all staff wear both a mask and a shield whilst in the facility to further protect our residents at this time. This whole facility approach is backed up by our Outbreak Management Plan that I've mentioned previously. It utilises a range of government documented systems and advice that collectively reduce the potential for further infection, keeping our community as safe as we can. At this time, unfortunately, Crowley remains closed to all visitors until further notice. All our actions have the support of our local Public Health Unit who we liaise with on a regular basis.

Once again we thank you for your understanding and support particularly at a time when COVID-19 has now become endemic across our region and nationally.

Please share

To help keep our Crowley family up-to-date I ask that you pass this communication (and future updates) to family and friends you know who may not be aware of the current restrictions or who may not be on our mailing list. We want to ensure everyone is informed as we travel together through these trying times.

We will continue updating you at this time.

Kind regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER