

7 January 2022

Dear Residential Care Residents, Families and Staff

As promised I wish to keep you updated with COVID-19 cases continuing to rise across our region and the impact on Crowley Residential Care. Whilst no Crowley care resident has yet tested positive to COVID-19, unfortunately we now have a third staff member who tested positive following an official PCR test. The two additional staff members are members of our Hotel Services team. These staff members are now isolating at home.

Crowley has completed all of the formal notifications required regarding these cases and as a residential aged care facility under the New South Wales Health guidelines, Crowley Care is now deemed an Outbreak Site. Whilst this status is of concern, it now enables our formal engagement with NSW Health and their allocation of an Outbreak Case Manager to support Crowley during this time. This includes support with access to PPE and additional collaboration with resident and staff testing, isolating, infection prevention and control.

As you know, we have been in regular liaison with the relevant authorities including the Public Health Unit throughout this pandemic and their advice and guidance has been invaluable in our planning, preparation and management. We have been advised by the Public Health Unit that Crowley Care is doing the right things with regard to our protocols, systems and procedures.

We are also very fortunate that that we have all consenting residents fully vaccinated and all staff fully vaccinated. Many of our residents and staff have also had their booster shots.

Additional precautionary testing

Crowley have been conducting additional testing of staff who we perceive may be at risk of exposure, even if they are asymptomatic utilizing RAT stock Crowley was able to procure through commercial channels late last month. The good news is that we have now received a two week stock of rapid antigen testing kits for staff from the Commonwealth Government. This stock will allow us to expand this testing as COVID-19 cases continue to spread across Ballina and the region.

Furthermore we continue our daily monitoring of residents and the suite of measures in-place previously reported to you that reduce the potential for further infection. It means of course Crowley Care remains closed to visitors at this time.

We will keep communication flowing to you at this time so that you remain fully informed as we progress. Thank you for your 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 fluid situation with our absolute focus to keep our residents and staff safe.

Kind regards

A handwritten signature in black ink, appearing to read "K Potts", written over a thin horizontal line.

Kelli Potts
**EXECUTIVE MANAGER
OPERATIONS & FINANCE**