



28 July 2021

Dear Resident family members

COVID-19 COMMUNICATION

As part of welcoming you to the Hall & Prior family we wanted to ensure you understood our communication process during the COVID-19 Pandemic.

Hall & Prior continue to review and update our COVID-19 Pandemic plan.

We have a dedicated COVID taskforce who meet regularly to review and action any items as required. This usually occurs after receiving updated directions and advice from NSW Health.

Our normal methods of communication to families is via an email or text message to our listed contacts. This may be a simple message or have a link to a letter depending on the current situation. We would appreciate it if you can ensure your details are up-to-date and correct in order to receive messages?

A similar letter is also given to the resident so they are informed of what we are doing as well. This is sent via email to the home so they can print this and distribute to each individual.

Our number one priority is the safety and well-being of our residents and staff.

The Director of Nursing will be able to assist you with any details around our COVID-19 Pandemic Plan or any further details you may require.

Yours truly

A handwritten signature in black ink that reads "Graeme R. Prior".

GRAEME PRIOR
Chief Executive Officer