



15 April 2020

Dear residents and families,

On 17 March 2020 I wrote to inform you that we had decided to place all of our residential aged care homes into lockdown to protect the vulnerable Australians we care for.

Over the past week I have been speaking with our Directors of Nursing and have asked for their professional and personal advice as to whether the lockdown should be withdrawn or continued. Their responses have been that while they feel resident's families are anxious and concerned about their loved ones, they also feel it is too soon to lift the restrictions we have in place.

While I appreciate that some of you have understandable concerns about not being able to see your loved ones, I have accepted the recommendations of my Directors of Nursing and our Senior Clinical Leadership Management Group that access restrictions be extended for a further two weeks. This was a difficult decision, but **all Hall & Prior Aged Care Homes will continue to be in lockdown until Wednesday, 29 April 2020** at which time this will be review.

Exceptions are still available for residents receiving palliative or end-of-life care – please contact your Director of Nursing to discuss your personal requirements.

The Prime Minister has announced further conditions on access to aged care facilities. These restrictions now extend to include that all staff and visitors must:

- have a recorded temperature less than 37.5 degrees; and
- have a current influenza vaccination, by 1 May 2020.

We now have risk screening procedures in place for all staff before they start their shift. These screenings will likely continue as we head into winter, so I encourage you all to seek medical advice regarding obtaining the 2020 influenza vaccination.

We have also increased our social care program by an additional 2-4 hours per day, three days per week including the weekends to enable our staff to spend more time with our residents and help keep them connected to their loved ones. We also have initiatives such as our 'windows and gates of love' in place and I am expecting every home to have a delivery this week of iPads that will allow you to communicate better with them. I encourage you to contact the Director of Nursing and discuss your personal requirements; we are here to support you as much as possible and help maintain those vitally important connections.

Once again, I thank you for your ongoing support, I know this is a difficult time and please be rest assured that we are doing everything we can to keep your loved ones are safe and well.

We will get through this together.

Yours truly

A handwritten signature in black ink that reads "Graeme R." with a stylized flourish at the end.

GRAEME PRIOR
Chief Executive Officer