



21 August 2020

Dear Resident family member

With the re-emergence of COVID-19 in Victoria, Hall & Prior continue to review and update our COVID-19 Pandemic plan.

Your support during these uncertain times has been incredible and we cannot thank you enough for this. Our number one priority is the safety and wellbeing of our residents and staff. We can confirm that we currently have no confirmed COVID-19 cases in any of our homes in NSW or WA.

In the event that there is a confirmed case of COVID-19 at one of our homes our response will be immediate and direct. While we are doing everything we can to avoid an outbreak, we are prepared and ready to respond. Below is an outline of some of the steps that we will take:

- If we do have a confirmed case in the home, our most immediate priority will be to isolate affected resident(s) to prevent the infection from spreading. To do this, we may need to move residents to different rooms within the home. You can be confident that if this happens we will take care of your loved ones and their possessions, and we will keep their personal items safe. Any move will be temporary.
- As per Department of Health guidelines, in the event of a confirmed case no visitors will be permitted to access. Visits via a 'window of love' or via video calls will still be possible.
- We will work with local hospitals and the Department of Health to ensure that your loved one continues to get the best possible care. Residents will be individually assessed and a decision will be made as to whether they are cared for in hospital or remain in the aged care home. Any documented Advance Care Plans will be considered.
- Keeping you informed is our priority. If we have a confirmed case or outbreak in the home we will make every effort to contact you on a regular basis to keep you informed of what is happening inside the home, and we ask that you assist us by making sure all your contact details are up to date.
- We have made arrangements for a surge workforce to ensure that if some of our staff have to isolate themselves from the workplace we have appropriately qualified staff available to continue to provide care for your loved ones.

As you will be aware there is still high media interest in the aged care sector because of COVID-19. Our staff are instructed not to speak to the media. Any statements to the media in the event of a confirmed case of COVID-19 will be made through Hall & Prior's dedicated communications team. Media statements will be made with your loved ones in mind and we will not identify any individuals.

Hall & Prior take the responsibility that comes with caring for some of Australia's most vulnerable people very seriously. We are, and will continue to do everything we can to be prepared.

Thank you for your continued support. 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