



10 September 2020

Dear Resident family member

**COVID-19 VISITOR RESISTRICTION UPDATE**

COVID-19 is still a threat to our community and to the vulnerable people we care for. Hall & Prior's number one priority is the safety and wellbeing of our residents and staff.

Our staff are doing an amazing job and we cannot thank them enough. We also thank you for your ongoing support, it is truly appreciated.

On 29 August we informed you that NSW Health had requested that all aged care homes in the Sydney metropolitan and central coast areas restrict visitor access for a period of two weeks due to the increase in community spread of COVID-19. We do wish to advise that we are waiting for further information from NSW Health regarding this restriction and until this is received our homes will remain in lockdown until at least 14 September 2020.

Extra Lifestyle Officer staff hours are still in place to enable ongoing support for our residents to contact you via phone or video calls or for individual social engagement. The feedback from our staff is our residents are happy and feel safe.

Hall & Prior continue to screen all staff entering our homes and provide them with ongoing infection control and PPE training.

We will get through this together.

Yours sincerely

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

**GRAEME PRIOR**  
**Chief Executive Officer**