



21 October 2020

Dear Resident family members

The last six months have been a very testing time for the aged care sector. We are very humbled by the support you have given us during this period, our number one priority has always been the safety and wellbeing of our residents and staff.

Over the past few weeks we have had increased visits from the local area health services from each individual area and the Aged Care Quality and Safety Commission and feel confident with our process and their support, should there be an outbreak in one of our Homes.

Hall & Prior currently have no confirmed COVID-19 cases in any of our homes in both NSW and WA, and for this we are truly grateful to our staff and to you for your continued support and vigilance.

All of our homes are now open to visitors by appointment and we are looking forward to welcoming you all back. The easing of restrictions is allowing us to start having more outings for our residents. We will continue to monitor this closely and should there be any increase in community transmission we will once again return to a precautionary lockdown.

Our staff are no longer required to wear masks except for staff who live in or have visited areas identified by NSW Health. This is a welcome change for our residents who can again see our staffs' smiling faces. We continue to complete training in Infection Prevention and Control and PPE; our Pandemic Management Plan and Outbreak Plan is also updated in accordance with any advice received.

In June the NSW Government launched a COVID Safe Check, this initiative allows for businesses to be able to check, test and promote their COVID Safe credentials. Hall & Prior have successfully applied for this and all our Homes in NSW have a COVID Safe plan.

We encourage you to contact the Director of Nursing to arrange a suitable time should your loved one wish to receive pastoral care in the home, as we can accommodate this request.

We are starting to think about our Resident Christmas parties in the homes, due to COVID-19 restrictions these will be a little different this year. We will keep you updated on this when further dates and details are available.

I cannot thank you enough for your support in allowing us to look after your loved one during these uncertain times. Please can you communicate this information with your family members?

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