



9 October 2021

Dear Resident family members

PLAN FOR COVID SAFE REOPENING OF HALL & PRIOR RESIDENTIAL AGED CARE HOMES

Our number one priority is the safety and well-being of our residents and staff. We thank you for your continued support during the last few months of visitor restrictions and stay-at-home orders, we do understand this has been a difficult time for everyone.

NSW Health have provided some details regarding the re-opening of Residential Aged Care Homes from 11 October. In consultation with our Directors of Nursing and our NSW COVID-19 Taskforce we have designed a plan to achieve a balance between the emotional support that only a family can provide and ensuring our commitment that COVID-19 does not enter one of our residential aged care homes.

From Monday, 11 October scheduled visits will be available at all Hall & Prior residential aged care homes. In summary:

- Two visitors per day aged 12 years and over will be permitted to visit a resident in an aged care facility if they are fully vaccinated and their second dose was received at least 14 days prior to their visit. Children under 12 are not permitted to enter an aged care facility;
- All visits must be pre-booked using <https://hallprior.zipline.app/location> or by calling reception at the home to assist; and visitors must sign in using our internal screening system, as well as using the Service NSW QR Code;
- Visits are not time limited, but to maximise the opportunity for other residents to have visitors we ask that visits are kept to as short a duration as possible;
- In addition to the requirement to be fully vaccinated for COVID-19, visitors must have received the 2021 influenza vaccine and must provide evidence of both;
- Visitors must show evidence of having had a COVID-19 PCR test in the 72-hours prior to their visit;
- Visits can take place in a single room or outside in the garden; and
- Visitors will be expected to wear PPE including but not limited to a face shield and P2/N95 mask. We are able to supply appropriate PPE if you do not have access to these items.

Attached to this letter is an information sheet for you and your family to read.

For the foreseeable future, our staff will be wearing a P2/N95 mask and either goggles or a face shield for protection. This is a big commitment from our staff, and is designed to offer the highest level of protection for your loved ones. Should we have any close contacts or positive cases in individual homes we may have to restrict visitor access.

Please do not hesitate to contact the Home if you have any queries. We are receiving updated advice regularly and will contact you regarding any further changes to the above when this is received.

Yours truly

GRAEME PRIOR
Chief Executive Officer

COVID-safe visits



HALL & PRIOR
Health & Aged Care Group

The safety of our residents and staff is our number one priority. Hall & Prior promote face to face visits when permitted by the relevant public health orders and where safe to do so.

Scheduled visits will enable all residents to host visitors in a COVID-safe way. Please read the below instructions carefully before visiting to ensure you can enter the service.

Resident choice	We will work with our residents regarding their preference for visitors.
Please book ahead	<ul style="list-style-type: none">• Bookings must be made via the online booking system at https://hallprior.zipline.app/location or by calling reception.• Please be patient and book ahead.• Visits are capped to ensure safety.• Bookings are not possible on all days of the week.• Unfortunately, visitors without a booking will be turned away.
2 visitors per resident per day	<ul style="list-style-type: none">• We understand many residents have several loved ones who want to visit. Visits are limited to 2 visitors at a time, with a maximum of 2 visitors per resident per day.• No visitors under 12 are permitted.
Please keep it short	Whilst there is no maximum visit time, please be considerate of all visitors and limit your visit time.
Vaccination	<ul style="list-style-type: none">• Visitors must be able to show proof of 2 doses of a COVID-19 vaccination. Your second dose must have been at least 14 days prior to your visit.• Visitors must also be able to show proof of having received the 2021 Influenza vaccination.
Testing and screening requirements	<ul style="list-style-type: none">• Visitors must be able to show proof of having had a COVID-19 PCR test (not a Rapid Antigen Test) in the 72 hours prior to visiting.• You will need to undertake electronic screening when you arrive and check in using the Service NSW QR code.• You are not able to visit if you or someone you live with is currently required to isolate.
You will need to follow additional precautions	<ul style="list-style-type: none">• Visits can take place in single resident rooms, or designated COVID-safe areas of the home (i.e. in the garden).• Visitors are requested not to visit other residents and maintain social distancing.• Visitors must wear PPE in line with current service requirements.• Visiting areas will be cleaned between each visit.
Health restrictions	It is your responsibility to ensure your visit complies with all other NSW Health requirements for your area. Do not visit if you are symptomatic or subject to a stay-at-home order.