



10 February 2022

Dear Hall & Prior resident family members

Our number one priority is the safety and well-being of our residents and staff. On 20 January we wrote to you regarding the requirements for entry into our homes from 31 January to be compliant with WA Health guidelines – please use the link for these guidelines [COVID-19 coronavirus: What you can and can't do \(www.wa.gov.au\)](https://www.wa.gov.au). We also mentioned in this letter we were installing an electronic visitor entry management system.

We are excited to have finalised this and this new system will be ready for operation on Monday, 14 February 2022 in our all homes in WA.

All visitors will now be required to **sign in and sign out** when they come to any H&P aged care homes.

If you have provided us with your contact information, your details have been pre-populated, so by entering your email address or mobile number you should be easily recognised and will just need to follow the screen prompts and answer the screening questions

Visitors who have not been pre-populated within the Entry Management System will require an initial setup. The system will recognise you with any reoccurring visits with some simple prompts. All of our staff have been using this system for a while now so will be able to assist you to set this up if you need it.

From 14 February please can you ensure you bring to the Home a copy of your vaccination certificate for both COVID-19 and current influenza. You will also need to use the SafeWA app to scan the QR code, these are both a mandatory Government requirement.

If you do not have a smart phone we will have a paper based register for you to sign in with, you will still need to provide proof of vaccinations, and this register will also be used in the event of a power failure.

Aged care is currently under enormous pressure to keep our residents protected from COVID-19, we remain preventative and we are prepared and we all want these vulnerable people to be safe, if you are feeling unwell or have been in an exposure location please stay at home.

We look forward to seeing you in our homes.

We are all in this together against COVID-19.

Yours truly

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

**GRAEME PRIOR**  
Chief Executive Officer