



24 March 2022

Dear H&P resident family members

Our number one priority is the safety and well-being of our residents and staff.

We wanted to update you on the current situation of COVID-19 in our Homes in WA. As you will be aware Omicron is a highly contagious variant of COVID-19. All of our homes remain prepared and our staff are confident. All of our staff conduct daily Rapid Antigen Tests before entering the Homes.

We would like to confirm that it is our practice to contact the family of any positive cases by phone first before we send any further communication. We inform family members of other residents in the home by email or text, and updates are provided on a regular basis.

We currently have four homes with outbreaks which are being very well managed by our dedicated staff. Family members of residents in these homes are all being updated regularly regarding the well-being of their loved ones. All our Homes remain calm. We are able to access the Australian Defence Force to assist with any jobs during an outbreak in the Home, the feedback from this has been positive and we are grateful for the support they are providing to our residents.

If a home is experiencing positive cases, we encourage appointments for any visitors. At times we are required to restrict visits to essential visitors only who will be required to wear PPE and conduct a RAT before entering (we will supply this).

If you have any concerns about your loved one please do not hesitate to contact the RN on duty who will be able to assist you.

Thank you for your continued support during this time, we are receiving continuous updates from the WA Health Department and Commonwealth Department and implement these as required.

We are all in this together against COVID-19.

Yours truly

A handwritten signature in black ink that reads "Graeme R." with a stylized flourish at the end.

GRAEME PRIOR
Chief Executive Officer