



Dear Residents, staff & families,

Further to my letter to you on 5 March I wish to keep you informed of the current position that Hall & Prior is taking regarding COVID-19.

We are working quickly to safeguard our residents and staff; but as this virus is constantly changing and evolving so too are our procedures and protocols around it.

We fully understand and appreciate you may have concerns at this time with the heightened media activity around Coronavirus. Please rest assured we are making considered decisions so we can protect not only the people we care for but our staff, their families and your family.

Hall & Prior currently has no cases of residents or staff with confirmed COVID-19 in our aged care homes in either WA or NSW.

Some of the extra precautions we have made in consultation with Senior Management and the Directors of Nursing/Executive Managers at this time include;

- Effective 5pm, Wednesday, 18 March 2020 - all of our homes will be in lockdown, with no visitors or non-essential staff allowed on site. This decision will be reviewed in two (2) weeks.
- We have cancelled all community visits to our homes and day trips out of our homes.
- Should anything happen to your loved one during this time please be assured we will notify you as per our current procedures.
- We will be making special provisions for residents who are receiving palliative or end of life care – please do not hesitate to contact your Director of Nursing or Executive Manager to discuss your personal requirements.

As per Australian Government Department of Health guidelines we will continue to implement strict hand washing procedures and the use of Personal Protective Equipment as required in our homes. We will also continue to follow Australian Government travel and isolation restrictions and the screening of staff into our homes.

Keeping our people safe is our top priority and we have made these decisions with this in mind.

Yours truly

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

GRAEME PRIOR
Chief Executive Officer
17 March 2020