



15 July 2020

Dear Resident family and friends,

LOCKDOWN OF NSW HOMES - COVID-19 PRECAUTION

The health and safety of all our residents is our number one priority.

We have all been closely monitoring the evolving COVID-19 situation in Victoria and New South Wales, and we wish to remind everyone of the role we must all play in keeping the vulnerable residents in our care safe.

Although we have no active cases of COVID-19 in our homes at this time, we are asking all our staff and visitors to be even more vigilant. With the current hotspots in New South Wales we have made a very difficult decision to place all our NSW homes into lockdown for 14 days effective of 7pm today, 15 July 2020, this will be for all non-essential visitors. This decision will be reviewed on 29 July 2020. Our website will be updated on a regular basis and we ask you to check this or contact the Director of Nursing.

Hall & Prior care for some of the most vulnerable members of our community and while this decision is more stringent than some government directives, we believe these steps are necessary in light of the vulnerability of the residents that we care for. Access on compassionate grounds should be discussed with the Director of Nursing.

This decision is in line with the [Visitor Access Code](#), which encourages providers to be responsive to local area outbreaks. We have not made this decision lightly.

We are currently arranging extra staff hours to support our residents during this period and we encourage you to call the Home to arrange times for digital connectivity and visits to the 'Window of Love'.

Thank you for your understanding and support in these difficult times. We must remain vigilant and protect our staff and residents. We also remind you to download the COVIDSafe app.

We will get through this together.

Yours truly

Handwritten signature of Graeme Prior in black ink.

GRAEME PRIOR
Chief Executive Officer

Handwritten signature of Kris Healy in black ink.

KRIS HEALY
General Manager NSW