



28 July 2020

Dear Resident family members,

PRECAUTIONARY LOCKDOWN – NSW HOMES

The threat of COVID-19 in NSW is still very high and I cannot thank you enough for your continued support over the past two weeks.

The feedback we have received from you has been positive, and encouraging of our decision to protect your loved ones with a precautionary lockdown. Our residents have also said they feel safe in our homes due to the lockdown. Keeping our residents safe and well is our number one priority at Hall & Prior.

Over the course of the last two weeks we have been consulting with our Directors of Nursing, Senior Management staff and our residents and have decided to continue our lockdown for a further seven (7) days effective from 29 July as we continue to monitor the current situation in NSW. This decision will be reviewed again on 5 August 2020. I do wish to advise you that we currently have no active cases of COVID-19 in our homes.

We understand your concerns for your loved ones; please know we are making sure that they are all receiving the extra care, services and love they need during this time. We encourage you to continue to call the home and speak to your loved one or arrange an appropriate time for digital connectivity (eg. video calls).

We release updates on our website weekly <https://www.hallprior.com.au/news/2020/07/covid-19-daily-update/> and also remind you to download the COVIDSafe app.

Over the last few months we have established a Pandemic Planning Taskforce. This includes members of our senior management in both NSW and WA who have been continually updating our Pandemic Management Plan. This Plan, version 5 dated June 2020, was put in place in February, and continues to evolve with the changing environment and allows us to respond to all circumstances.

Staff education is being continually updated including hand washing competencies that have been repeated; infection control is our priority and this includes continuing to screen all our staff before they enter our homes. We have also requested our staff to wear masks before entering our homes and during their shifts as a precaution (excluding Aubrey Downer and Grafton). We have stock of PPE and a procedure for 24/7 delivery to any of our homes at short notice; all of our homes have 24-48 hours stock of PPE on site and all of our staff have access to experienced senior Registered Nurse clinicians and managers in the event of needing support.

We wish to reassure you that we are preventative and we are prepared.

We will get through this together.

Yours truly

GRAEME PRIOR
Chief Executive Officer

KRIS HEALY
General Manager NSW