



31 July 2020

Dear Residents family members

COVID-19 UPDATE

The threat of COVID is still very real. We have all seen the media coverage of the evolving situation in Victoria and we need to remain vigilant. Thank you for your continued support in the screening process on entry, this will need to continue for some time.

Our residents remain safe and happy and we wish to reassure you that we are preventative and we are prepared.

Western Australia is safe at present but we must remain on high alert to COVID-19. Hall & Prior has continued to follow our Pandemic Management Plan that is updated regularly and in accordance with guidance from the WA Health Department.

Staff education continues to be a priority, including hand washing competencies that have been repeated; infection control is our priority and this includes continuing to screen all our staff and visitors before they enter our homes. 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 we continue to have Registered Nurses on each shift who have extensive experience.

Our homes in New South Wales have been in lockdown since 17 July. This decision was due to the increased risk of community transmission in Sydney. This decision is discussed and reviewed each week with communication going to residents, staff and families in NSW to update them. We currently have no active cases of COVID-19 in any of our homes.

A reminder to please download the COVIDSafe app and if you are feeling unwell to stay at home. We also remind you to check our website www.hallprior.com.au for any updates.

We will get through this together.

Yours truly

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

GRAEME PRIOR
Chief Executive Officer