



12 August 2020

Dear Resident family members

PRECAUTIONARY LOCKDOWN FOR NON-ESSENTIAL VISITORS

COVID-19 outbreaks continue to dominate the media in Victoria and across Australia and we understand these are distressing to hear and read about for our residents' families. While we are grateful that we currently have no cases of Coronavirus in any of our homes, we appreciate that not being able to see your loved ones is very hard.

Our number one priority is the safety and wellbeing of our residents and with this in mind we wish to confirm that, after consultation with the residents and Directors of Nursing in our homes we have decided to continue our precautionary lockdown for another 14 days to all non-essential visitors. This decision will be reviewed on 26 August 2020.

The unfortunate situation that is evolving in Melbourne has highlighted to the industry that we need to remain vigilant. Hall & Prior have been working hard to ensure we are preventative and prepared. Our Directors of Nursing are being well supported by their staff and are confident of our preparedness.

Your support to continue our precautionary lockdown is truly appreciated; this is not a decision we take lightly so we would like to personally thank you.

We continue to encourage connections with your loved ones via video calls or by phone and we have increased our Lifestyle Officer hours to accommodate these and other activities.

During the next two (2) weeks we will also provide you with assurance of our plan of how we will keep you informed about the situation and your loved ones progress if we do have a case of COVID-19 in our homes.

Thank you for your continued patience, we do understand this is a very hard time for you all.

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