



18 September 2020

Dear Resident family member

Our number one priority at Hall & Prior is the safety and wellbeing of our residents and staff.

We are waiting on information from NSW Health's Chief Medical Officer, Dr Kerry Chant regarding advice on visitor restrictions that were put in place on 28 August for residential aged care facilities in the Sydney metropolitan, Nepean Blue Mountains and Central Coast regions.

At this stage we will continue the lockdown of our homes until Monday, 21 September 2020 and further updates will be issued to you by then.

When our homes do open again to visitors we ask that you **please ensure you contact the home to make an appointment before visiting**. Our COVID-19 screening processes, including the requirement for evidence of an influenza vaccination, are still in place. In accordance with NSW Health directions, you will also be required to check a list of "hotspot" locations and local government areas and confirm you have not attended any of these locations before entering. You can check the NSW Government "hotspots" list at <https://www.nsw.gov.au/covid-19/latest-news-and-updates> before making an appointment. You will also be required to wear a mask before you enter the home (excluding Grafton).

We thank you for your continued support during this time and we are grateful for your patience in allowing us to protect your loved ones. Our staff are doing a tremendous job that we are very appreciative of. We will continue to offer voice and/or video calls and extra LSO hours are scheduled for the weekend.

We will be closely monitoring local areas for community transmission and will implement strategies accordingly.

Once again we look forward to welcoming you back to our homes but remind you make an appointment.

We will get through this together.

Yours truly

A handwritten signature in black ink that reads "Graeme Prior".

**GRAEME PRIOR**  
Chief Executive Officer