

16 June 2020

TO OUR SEASONS RESIDENTS AND FAMILIES

RE: Ongoing COVID-19 arrangements and restrictions

It is some time since I wrote to you; I hope that this letter finds you well. Since I last wrote there have been a number of changes and relaxation of restrictions that were imposed due to the COVID-19 pandemic. I thought that it was timely to send you all another letter to keep you informed of what we are doing in Seasons in response to the government's guidelines and to continue to keep our residents and staff safe.

Visiting Arrangements

We will continue with our current hours of visiting for the foreseeable future. Ask your Community Manager for the local hours as they vary from community to community.

While the actual hours remain the same, we are happy for family and friends to stay for up to 2 hours at a time. We still ask that you limit the number of visitors at any time to 2 adults; children under 16 are still not permitted to visit. Of course, if there are extenuating circumstances, please speak to your Community Manager.

Influenza Vaccination

Thank you to all our families and friends who followed our request to have a flu vaccination before they visited. This policy will remain in place until the end of flu season which is September/October and will recommence next year again.

Dining Rooms and Meals

As the government relaxes restrictions on access to coffee shops and restaurants etc we will also relax our restrictions in regard to meals being serviced in our dining rooms. Some of you may have noticed some residents already eating in our dining rooms. We have introduced this program because we have noticed some of our residents have not managed the meal delivery system as well as others, mainly because of their health.

We will soon reintroduce more opportunities for all residents to participate in dining room meals, but this means that we will have to review how we provide this service. We need to comply with the government's required 4m² per person rule which will take us some time to work through so please be patient while we do this.

Activities and Outings

We are slowly reintroducing some of our activities, including entertainment and other daily activities. This includes offering trips to the local shops for essentials such as groceries. It is likely to be some time before we offer the full shopping trip experience; mainly because we are still conscious of the risk of the coronavirus to the health of our residents. It is also influenza season so we will take any opportunity we can to reduce the incidence of influenza in our communities.

Trips to other venues will be reintroduced slowly and will be based on an assessment of the risk to residents. It is likely that these trips will initially involve trips to sites such as parks and picnic

grounds where we are unlikely to come into contact with other large groups of people. We are already running scenic drives which seem to be popular.

Our hairdressing services have continued throughout the pandemic. We will be reintroducing other providers who visit throughout June and July (including manicurists, massage therapists, volunteers etc).

Outings with family/in your own car

I am aware that some residents are taking advantage of the relaxation of restrictions and are taking themselves on independent trips; either alone or with family. As I have always said, it is your choice what you do and where you go. However, I would ask that if you do go out that you respect the fact that you live in a community environment and that if you inadvertently bring a sickness back to your community; it may not be just you who gets sick. Some things to consider if you go out include:

- a. Staying away from crowds, including shopping centres, restaurants etc at busy times.
- b. If you want to go to a coffee shop for a coffee or lunch, consider going on a day that isn't so busy (eg during the week) or at a time of day that isn't so busy. Don't forget school holidays are due to start so there will be more people around generally which increases your risk.
- c. Make sure you wash your hands or use hand sanitiser at any opportunity you get including before you eat, after using the toilet and after you touch anything in a shop or other location.
- d. When you return home and before you touch anything, wash your hands again. Avoid touching your face at all times while you are out.

Make sure you sign out and back in again at any time you leave the community. We need this information to make sure we know where you are in the event of a fire.

Sales Tours of potential residents

You may have seen your local Sales Consultant taking people for tours who are interested in buying a unit at Seasons. We will be slowly increasing these tours, but the sales team will always be respectful of your space. We have asked them to make sure people attending for tours (and other sales events) are screened before they enter the community in the same way we screen other visitors.

Finally, please keep an eye on how you are feeling and if you feel at all unwell with any symptoms at all, contact the Community Manager or Care Manager who will be able to help you.

As always, if you need any more information or have a concern then please speak to your Community Manager or get in touch with me on health@seasonsagedcare.com.au.

Kind regards

Tracey Silvester

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CEO