



SEASONS LIVING AUSTRALIA

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14 September 2020

To our Seasons residents and families- Mango Hill, Kallangur and Bribie Island

I hope you are all well. Throughout this pandemic I have met regularly with each of the Community Managers and have spoken to many residents and their families. I am very conscious of the impact it is having on the mental health of our residents, especially the most recent restrictions to visiting which are now into their fourth week.

After giving it a lot of thought and after discussions with the Community Managers, I have decided that we can start to reduce the restrictions at our Mango Hill, Kallangur and Bribie Island communities. As of today (14 September 2020), the following applies to these communities:

- Families are able to visit residents between **9am and 4pm Monday to Friday** and between **10am and 2pm on weekends and public holidays**
- These visits are not to exceed **30 minutes** in duration
- Only **2 people** at a time are to visit
- Only **one visit per day** permitted
- No children under the age of 16 to visit
- All **visitors must wear a mask** at all times while in the Community

If you live in any of the suburbs where recent cases have originated we ask that you not visit until the current cluster of cases is under control. This includes areas in the greater Ipswich region and Logan (contact your Community Manager if this applies to you to discuss).

We also ask that you do not visit if you are not well for any reason and that you continue to sign in for screening when you arrive at the Community.

We still ask residents that they only attend ESSENTIAL medical appointments. I am aware that some residents are leaving the Community to attend "medical appointments" and arrive back laden with shopping items. I am also aware that others are visiting cafes and restaurants when they leave the Community. As I have said previously, Seasons cannot stop people leaving if that is what they want to do. I am however disappointed when I hear stories such as this because the actions of these few individuals shows no respect for their neighbours or an understanding of what it would mean to residents of a Community if someone was tested positive to the virus. As we have done since the beginning of the pandemic, we are relying on the sensibilities of our residents to take our advice and do the right thing. If what we propose does not suit you, then please speak to your Community Manager.

If you require any further information or have any questions, please contact your Community Manager. If you wish to speak to me directly, I can be contacted on health@seasonsagedcare.com.au.

Kind regards

Tracey Silvester

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CEO